

Complaint about childcare provision

Ref: 2690640/6163029

Date: 6 January 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 September 2025, the provider notified us about matters relating to safeguarding policies and procedures, suitable people and supporting and understanding children's behaviour. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 25 September 2025, we received a complaint about matters relating to the same requirements.

On 5 January 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revisited her safeguarding policy and is aware of the correct procedure to follow should there be any concerns about the suitability of adults working with children. This ensures children's safety as information will be shared with other agencies without delay.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).