

Complaint about childcare provision

Ref: 2700957/6335462

Date: 21 May 2026

Summary of outcome

On 17 March 2026, the provider notified us about matters relating to suitable people. 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 a significant event.

On 16 April, 22 April and 13 May 2026, we received concerns that the provider was not meeting requirements relating to suitable people, staff: child ratios, supporting and understanding children's behaviour.

On 21 May 2026, we carried out a regulatory visit. We found the provider was not meeting a requirement. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 29 May 2026:

1 ensure staff have knowledge of the whistleblowing procedures for the setting.

On 04 June 2026, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of whistleblowing. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).