

Complaint about childcare provision

Ref: 2713903/6281576

Date: 21 July 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 24 June 2026, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour and suitable people

On 16 July 2026 and 17 July 2026 we carried out telephone regulatory calls. We found that the provider was not meeting some of the EYFS requirements and had taken action to put this right. The provider has reviewed and updated their whistleblowing procedures and implemented additional training for all staff.

Additionally, during the call, we found new areas of concern. We have issued actions for the provider to take.

Actions needed by 17 Sept 2026:

- ensure that parents/carers are informed of any occasion where physical intervention has been needed on the same day or as soon as reasonably practical

We will monitor the provider's response to ensure the action is successfully completed.

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](#).