

Complaint about childcare provision

Ref: 2717311/6080178

Date: 5 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 26 June 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and safeguarding policies and procedures.

On 3 December 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 19 December 2025:

- ensure all staff, including leaders act on and follow the working together protocols, with external statutory agencies responsible for safeguarding, where there are children and families who are subject to social services intervention and support
- ensure all staff, including the designated safeguarding lead understand and implement the setting's safeguarding policy and procedures on an ongoing basis where there are concerns about the welfare of children
- ensure effective staff supervision is in place to identify solutions to address issues as they arise

On 17 December 2025, the provider responded to the actions set. The provider updated safeguarding policies, ensured staff received training, and introduced extra measures to monitor children's welfare. They also strengthened staff supervision to improve safeguarding awareness and address issues promptly. The provider remains 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](#).