

## **Complaint about childcare provision**

Ref: 2749794/6277096

Date: 18 March 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 <http://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 21 January 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safeguarding training, information and record keeping and changes that must be notified.

On 18 March 2026, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and strengthened safeguarding procedures. This included an update of the procedures that relate to responding to existing injuries and reinforcing expectations of staff to accurately record and report concerns. The provider has provided additional safeguarding training, mentoring and reflective support for staff. The provider also reminded staff of their whistleblowing responsibilities and re-issued organisation-wide guidance to clarify safeguarding expectations. 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](#).