

Complaint about childcare provision

Ref: 2793479/6427523

Date: 29 June 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 5 May 2026 and 12 June 2026, we received concerns relating to accidents and injury, staff: child ratio smoking and premises. On 18 June 2026 the provider notified us about a matter relating safeguarding policies and procedures, concerns about children's safety and welfare 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 allegations of serious harm or abuse by anyone living, working, or looking after children at the premises.

On 22 June 2026, we conducted a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider has ensured staff have secure knowledge of whistleblowing procedures. This helps ensure that any concerns are acted on quickly and are referred to the correct agencies.

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](#).