

Complaint about childcare provision

Ref: 2797069/6331978

Date: 22 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 13 March 2026, we received concerns that the provider was not meeting requirements relating to the safeguarding and welfare requirements.

On 21 July 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They ensured that leaders know the process that will be followed when staff raise concerns with the setting's leaders. They enrolled in training to ensure the designated safeguarding leads of the setting know what constitutes an allegation. This helps to ensure children's welfare and safety.

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](#).