

Complaint about childcare provision

Ref: 302828/6222839

Date: 18 February 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 November 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, safeguarding policies and procedures and organising premises for confidentiality and safeguarding.

On 25 November 2026, the provider notified us about matters relating to staff: child ratios, safeguarding policies and procedures and organising premises for confidentiality and safeguarding. 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 significant events.

On 17 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken some action to put this right. They had strengthened the procedures for children moving around the setting ensuring regular head count procedures were adhered to. They had revisited safeguarding training with staff.

However, we have issued an additional action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 27 February 2026:

- take all reasonable steps to prevent unauthorised persons entering the premises.

The provider took appropriate action to minimise the risk of unauthorised persons entering the premises. 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](#).