

Complaint about childcare provision

Ref: 307226/6291870

Date: 23 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 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 2 February 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, suitable people, key person, staff-to-child ratios and information and record keeping.

On 24 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required 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 11 March 2026:

- ensure that children are not exposed to risks, with particular regard to the home environment
- maintain records to ensure that the setting is safe, efficiently managed and the needs of children are met
- ensure that records are easily accessible and available and that they are stored confidentially.

On 17 March 2026, we carried out a further regulatory visit. We found that the provider had met the actions set in the welfare requirements notice. We found that the provider has updated their understanding of risk assessments. They have ensured that their home environment is free from hazards that may place children at a risk of harm. The provider has implemented procedures to ensure that records are maintained. They have introduced additional ways to record information relating to children, to help to keep them safe. We found that the provider has re-organised their records to ensure that they are confidential, accessible and available.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).