

Complaint about childcare provision

Ref: 511772/6271436

Date: 31 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 29 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 24 March 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 17 April 2026:

- maintain records to ensure the safe and efficient management of the setting, these must be easily accessible and available
- ensure there is a record of any complaints available upon request.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 13 April 2026, the provider responded to the actions set. We found that the provider had implemented an effective system for their record keeping to ensure that records are accessible and available and there is a complaints record. 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](#).

