

Complaint about childcare provision

Ref: EY136517/6268447

Date: 17 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 12 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 17 March 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

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

Action needed by 27 March 2026:

- demonstrate a clear knowledge of the procedure for responding to allegations made against adults working with children to ensure appropriate action is taken.

On 20 March 2026, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).

