

Complaint about childcare provision

Ref: EY136994/6234925

Date: 19 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-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 December 2025 and 30 December 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, accident or injury, staff: child ratios, safeguarding policies and procedures, concerns about children's safety and welfare, supervision of staff, key person, information and record keeping, information for parents and carers and complaints.

On 27 January 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 requires 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 20 February 2026:

- ensure leaders and staff undertake appropriate professional development opportunities that ensure children's learning, development, safety and happiness
- improve leaders and staff knowledge and skills in managing behaviour, with a focus on promoting consistent, positive approaches
- ensure leaders and staff receive an effective induction that helps them to understand their roles and responsibilities
- improve the supervision arrangements to ensure leaders and staff receive effective coaching and mentoring to develop their knowledge and skills
- demonstrate that all staff, including the manager and deputy manager, have the training and skills needed to be suitable to fulfil their roles
- ensure all records are available and accessible to those who need to see them and to ensure the safe management of the setting.

On 26 February 2026, we carried out a regulatory visit. The focus of the visit was to check

whether the provider had met the safeguarding and welfare actions raised at their last regulatory event. We found that the provider had recruited a manager and deputy manager who has the relevant qualifications and skills to fulfil the role. The provider has improved their record keeping systems to ensure that records are easily accessible on request. Furthermore, the provider has trained staff in managing children's behaviour to improve their knowledge and skills. Additionally, we found that the provider has improved the supervision arrangements and ensured that all staff receive an effective induction to develop their understanding of their roles, responsibilities, knowledge and skills.

We are satisfied that 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](#).