

Complaint about childcare provision

Ref: EY264603/6445976

Date: 20 July 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 July 2026, the provider notified us about matters relating to suitable people, safeguarding policies and procedures, concerns about children's safety and welfare, safeguarding training and information and record keeping. 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 a significant event.

On 15 July 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 25 September 2026:

- ensure that any concerns about a child or member of staff are reported to the relevant local statutory agencies without delay
- ensure that robust recruitment and vetting procedures are in place and all necessary checks are undertaken and verified
- ensure that staff disclose any information that may affect their suitability to work with children
- ensure that the designated safeguarding leads provide ongoing support, advice and guidance to staff and that they hold the relevant qualifications
- ensure that staff are provided with effective coaching, support and training that promotes their professional development.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).