

Complaint about childcare provision

Ref: EY294497/6461367

Date: 22 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 9 and 17 July 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and staff: child ratios.

On 21 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 within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 4 September 2026:

- ensure that appropriate action is taken to make timely referrals in the event of an allegation being made against a member of staff
- ensure that staff, including the Designated Safeguarding Leads, implement the setting's safeguarding policy and procedures, with particular regard to managing allegations against staff.

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](#).