

Complaint about childcare provision

Ref: EY304740/6277051

Date: 17 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 21 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and whistleblowing.

On 11 February, 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. 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 3 March 2026:

- ensure that staff are supported and confident to implement the setting's safeguarding policy and procedures on an ongoing basis
- implement a structured staff supervision system that provides regular support, coaching, and training that promotes the interests and welfare of children
- ensure that all whistleblowing concerns are taken seriously and acted on without delay, and that established procedures are consistently followed.

We will monitor the provider's response to ensure the actions are successfully completed.

On 3 March 2026, the provider responded to the actions 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](#).