

Complaint about childcare provision

Ref: EY312457/6255722

Date: 13 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 24 December 2025 and 25 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing supporting and understanding children's behaviour, and special educational needs.

On 25 February 2026 and 11 March 2026, we carried out regulatory telephone calls. 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 26 March 2026:

- ensure that all staff, including the designated safeguarding lead, receives effective safeguarding training, so that they know the correct procedures to follow if a concern is made about a member of staff
- improve the oversight of the setting to ensure that staff receive the support and training they need to improve their practice, including how to manage children's behaviour consistently and effectively
- implement a robust system to ensure that all physical interventions are recorded accurately and shared with parents

- improve partnerships with parents to ensure there is a two-way-flow of information sharing, in particular for children with special educational needs and/or disabilities
- ensure effective partnership working with other settings that children attend, to promote continuity of care and support children's individual needs.

On 24 March 2026, the provider responded to the actions set. We found that the provider had ensured all staff completed up-to-date safeguarding training and refreshed their understanding of the correct procedures to follow, if they have any concerns about a member of staff. The provider had implemented behaviour training, including ensuring there is coordinated support for children's individual needs. In addition, information-sharing had been improved, to ensure there is a joined-up approach for supporting children's experiences and to help keep them safe.

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](#).