

Complaint about childcare provision

Ref: EY334149/6110364

Date: 14 April 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 23 January 2026, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare, supporting and understanding children's behaviour, and changes that must be notified to Ofsted. 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 significant events.

On 1 December 2025, and 27 January 2026, we also received concerns that the provider was not meeting the requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, and supporting and understanding children's behaviour.

On 8 April 2026, we carried out a telephone regulatory call. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured all staff refreshed their training, knowledge and understanding of the safeguarding and whistleblowing policy and procedures.

The provider will be able to give parents further information about this.

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](#).

