

Complaint about childcare provision

Ref: EY335903/6286780

Date: 16 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 27, 29 January and 3 February 2026, we received concerns that the provider was not meeting requirements relating to training and skills, key person, safety and suitability of premises, environment and equipment and information and record keeping.

On 16 March 2026, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 20 March 2026:

- review the key person arrangements, to ensure all children's care needs are consistently met, particularly in the absence of their key person.

We will monitor the provider's response to ensure the action is successfully completed.

On 18 March 2026, the provider responded to the action set. We found that the provider had shared policies with all staff and updated training on intimate care and the role of the key person. Leaders have completed an action plan and had staff meetings to cascade relevant information to ensure all staff are aware of their responsibilities to meet children's care needs. We are satisfied the provider has met the safeguarding and welfare action 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.