

Complaint about childcare provision

Ref: EY361948/6195811

Date: 6 January 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 2 October 2025 we received concerns that the provider was not meeting the EYFS requirements for safeguarding policies and procedures, information and record keeping and complaints. On 27 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 16 December 2025.

- train staff to understand their roles and responsibilities to implement agreed policies on how to record information about children to further support their safety.

On 15 December 2025, the provider responded to the action set. We found that the provider has provided staff with training to improve their knowledge and understanding of the settings policies. There are monitoring procedures in place. 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](#).