

Complaint about childcare provision

Ref: EY381967/6197238

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 30 October 2025, we received information which raised concerns the provider was not meeting requirements linked to suitable people and changes that must be notified.

On 5 February 2026, we conducted a regulatory telephone call and found that the provider was not meeting their legal responsibility as set out in the Statutory framework for the early years foundation stage regarding notifications to Ofsted. The provider now understands their responsibilities regarding notifying Ofsted of significant events. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply

with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-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](#).