

Complaint about childcare provision

Ref: EY383623/6251007

Date: 12 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 22 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, accident or injury, and information and record keeping.

We suspended the provider's registration on 22 December 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 7 January 2026 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 January 2026:

- ensure that the designated safeguarding lead understands their roles and responsibilities and is alert to any issues of concern in children's life
- ensure all staff understand how to take all necessary steps to keep children safe and well

- ensure all staff, including the designated safeguarding leads, understand how to implement safeguarding policies and procedures that are in line with the guidance and procedures of the local safeguarding partners
- ensure any concerns about children's safety or welfare are immediately notified to the local authority children's social care team, in line with local reporting procedures, and in emergencies the police
- ensure that government statutory guidance 'Working Together to Safeguard Children' is taken into account where safeguarding concerns are identified
- ensure that any person who may have regular contact with children is suitable
- ensure that Ofsted is provided with information to enable checks on the suitability of new trustees to be processed
- ensure that staff are supported and confident to implement the setting's safeguarding policy and procedures on an ongoing basis
- ensure the designated safeguarding lead provides support, advice and guidance to all staff on an ongoing basis
- ensure records are effectively maintained, and relevant information obtained and shared (with parents and carers, other professionals working with the child, the police, social services and Ofsted as appropriate) to be able to meet the needs of all children.

On 22 January 2026, we visited the provider to monitor their compliance with the actions set in the welfare requirements notice. We found that the provider had improved their knowledge and understanding of child protection procedures. The designated safeguarding lead and staff demonstrated they knew how to respond to safeguarding concerns. A new record keeping system to record concerns about children had been implemented and was understood by staff. Processes to check the suitability of persons who may have regular contact with children were in place. Steps had been taken to provide Ofsted with information to be able to complete suitability checks on Trustees. We are satisfied the provider has met the safeguarding and welfare actions raised.

Additionally, during the regulatory visit on 22 January 2026, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory

framework for the early years foundation stage.

In relation to the new areas of concern, we issued actions for the provider to take.

Actions needed by 9 March 2026

- implement a structured staff supervision system that provides regular support, coaching, and training, and enables confidential discussion of sensitive issues
- implement an effective procedure for managing concerns and complaints from parents and/or carers, including maintaining clear written records of all complaints and their outcomes.

We will monitor the provider's response to ensure the actions are successfully completed.

On 23 January 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).