

Complaint about childcare provision

Ref: EY443659/6318960

Date: 17 June 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 February 2026, the provider notified us about matters relating to safeguarding and suitable people.

On 4 March 2026 and the 20 May 2026, we carried out regulatory telephone call's. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 17 June 2026:

Ensure that all practitioners are supported to be

confident to implement the settings safeguarding

policies and procedures on an ongoing basis;

Ensure that the settings safeguarding policies

and procedures are followed when there is an allegation against a staff member;

Ensure that all staff feel able to raise concerns

about poor or unsafe practice and know that

such concerns will be taken seriously by the senior leadership team;

Ensure Ofsted is informed of any allegations of

serious harm or abuse by anyone working or

looking after children on the premises;

Ensure a referral is made to the Disclosure and

Barring service if a member of staff is dismissed

because they have harmed a child or put a child at risk of harm;

Ensure that those looking after children are suitable to do so;

Ensure that staff support children's behaviour in an appropriate way.

On 12 June 2026, the provider responded to the actions set. We are satisfied the provider has met the safeguarding and welfare actions 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](#).