

Complaint about childcare provision

Ref: EY453915/6249148

Date: 10 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 18 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, staff: child ratios, health, supporting and understanding children's behaviour and whistleblowing.

On 9 April 2026, we carried out a regulatory visit. 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 24 April 2026:

- ensure that the designated safeguarding lead attends a training course that enables them to fulfil the requirements of the role.

On 15 April 2026, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).