

Complaint about childcare provision

Ref: EY454507/6307097

Date: 26 February 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 17 February 2026, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour and Special educational needs.

On 23 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 16 March 2026:

- review and improve arrangements to support children with special educational needs and/or disabilities, ensuring staff can identify needs and implement appropriate strategies and adjustments
- improve systems for gathering, reviewing and recording information so records are accurate, up to date, and used effectively to guide staff decisions
- ensure parents receive accurate, up to date information about how children's behaviour is managed, including clear behaviour policies consistently available to them.

On 27 February 2026, the provider responded to the actions set. We found that the provider has reviewed and improved arrangements to support children with special educational needs and/or disabilities. This includes gathering detailed information from parents before children start, and offering a visit to the setting so staff can make sure they can meet each child's individual needs. In addition, the provider has updated relevant policies, including information about their procedures to manage children's behaviour, and shared these with parents.

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](#).