

Complaint about childcare provision

Ref: 512461/6259924

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 30 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding and welfare. On 7 January 2026, we carried out a regulatory visit. We found the provider had not meet their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events. However, the provider has acted since the event to ensure that the setting remains secure at all times. New procedures are to be introduced in relation to parents gaining access to the premises and leaving the premises. Handovers of children to parents are to be reviewed. The provider will be able to give parents further information about this.

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](#).