

Complaint about childcare provision

Ref: 2701079/6249298

Date: 30 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 17 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, staff: child ratios and supporting and understanding children's behaviour. On 8 January 2026, the provider notified us about matters relating to some of the same requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises. However, the notification was made outside of the required timeframe.

On 22 January 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 13 February 2026:

- ensure all staff have secure safeguarding knowledge and are aware of the procedures for managing safeguarding concerns that are in line with the local safeguarding partnership
- ensure the staffing arrangements meet the needs of all children and ensure their safety, including ensuring that children are always within sight or hearing of staff
- ensure the premises and equipment is organised in a way that meets the needs of the children

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).