

Complaint about childcare provision

Ref: 2878954/6354811

Date: 6 May 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 2 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, staff: child ratios, safety and suitability of premises, environment and equipment and supporting and understanding children's behaviour.

On the 6 May 2026, we carried out a regulatory telephone call. 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 12 May 2026

implement an effective procedure that ensures that any allegations made against a member of staff, are managed appropriately and in line with the guidance of the local safeguarding partners.

We will monitor the provider's response to ensure the action is successfully completed. On the 8 May 2026, the provider responded to the action set. We found that the provider has 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](#).