

Complaint about childcare provision

Ref: EY345639/6396473

Date: 9 June 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 09 April 2026, we received concerns that the provider was not meeting requirements relating to learning and development considerations, safeguarding policies and procedures, concerns about children's safety and welfare, safeguarding training, qualifications, training, support and skills, staff:child ratios, health, safety and suitability of premises, environment and equipment, information and record keeping.

On 01 June 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 18 June 2026:

- improve procedures for recording and reviewing safeguarding concerns to ensure that clear records are maintained and appropriate action taken
- ensure child protection concerns are responded to in a timely and appropriate manner, including by making referrals to appropriate agencies
- improve leader's and staff's awareness of the roles of the agencies within the local safeguarding children partnership and ensure they hold a clear understanding of who to contact in the event of any child protection concerns.

We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 18 June 2026, the provider responded to the actions set. We found that the provider had thoroughly reviewed the safeguarding policies and procedures and has implemented significant improvements for recording , reviewing and responding to all concerns. Leaders and staff have received training to ensure they understand how to respond to child

protection concerns. The actions taken ensure that children are effectively safeguarded in the nursery.

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](#).