

Complaint about childcare provision

Ref: 2804821/6176029

Date: 18 March 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 11 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 19 December 2026 the provider notified us about matters relating to safety and suitability of premises, environment and equipment . 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 a significant event.

On 18 March 2026, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still registered with Ofsted.

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](#).