

Complaint about childcare provision

Ref: 208194/6326508

Date: 15 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 4 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, suitable people, health, staff: child ratios, and safety and suitability of premises, environment and equipment.

On 15 May 2026 and 28 May 2026, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 19 June 2026:

- implement an effective safeguarding policy and procedure, with specific regard to the action to take when managing allegations against staff
- ensure that designated lead practitioners for safeguarding understand the policy and procedures to follow in the event of an allegation being made against a member of staff.

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.