

Complaint about childcare provision

Ref: 2591351/6361166

Date: 4 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 13 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, safeguarding training, training and skills, English language skills, staff: child ratios, health, safety and suitability of premises, environment and equipment.

On 29 May 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and strengthened policies and procedures relating to the sharing and storage of digital images. In addition, the provider had arranged for staff with lead safeguarding responsibilities to undertake updated training in line with guidance from the relevant local safeguarding partnership. These actions support children's safety and welfare.

The provider will be able to give parents further information about this. 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](#).