

Complaint about childcare provision

Ref: EY476704/6300432

Date: 19 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 10 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supervision of staff, staff: child ratios, risk assessment, complaints, toilets and intimate hygiene, sleeping arrangements and health.

On 20 February 2026, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event that was likely to affect the suitability of a person caring for children on the premises, which is a requirement of their registration.

We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has enhanced its behaviour management practices to ensure staff respond appropriately to children.

During the telephone call, we also found that the provider was not meeting some other 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 13 March 2026:

- provide Ofsted with the necessary information to enable them to carry out the required suitability checks for all directors
- ensure the designated safeguarding lead has the necessary knowledge and skills to manage allegations made against a member of staff.

On 18 March 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and skills to manage allegations made against a member of staff. In addition, they provided Ofsted with the information needed to carry out the required suitability checks for all directors. We are satisfied that the provider has met the safeguarding and welfare actions raised. The provider remains 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](#).