

Complaint about childcare provision

Ref: 2763125/6337201

Date: 30 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 16, 17 and 19 March and 10 June, we received concerns relating to safeguarding policies and practice, concerns about children's safety and welfare, suitable people, qualifications, training, support and skills, training and skills, supervision of staff, staff: child ratios, supporting and understanding children's behaviour, special educational needs, accident or injury, safety of premises, risk assessment, information about the child, information for parents and carers, complaints, other legal duties and whistleblowing

On 16 June 2026, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 1 July 2026

- ensure staff provide all children, particularly in the pre-school, with consistent and appropriate messages to support positive behaviour

- ensure children who receive inclusion funding due to an Educational, Health and Care Plan (EHCP), always receive their full entitlement of funded hours.

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](#).