

Complaint about childcare provision

Ref: EY469046/6232692

Date: 25 February 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 1 and 5 December 2025, we received concerns that the provider was not meeting a requirement relating to supporting and understanding children's behaviour.

On 23 February 2026, we carried out a regulatory visit. We found that the provider was not meeting one requirement and had taken action to put this right. The provider has strengthened staff's understanding of how to meet the holistic needs of children with special educational needs and/or disabilities (SEND). The curriculum has been adapted to ensure that children with SEND remain engaged and enthused to learn. 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](#).