

Complaint about childcare provision

Ref: 2848827/6248155

Date: 5 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 8 December 2025, we received concerns that the provider was not meeting requirements relating to suitable people, supporting and understanding children's behaviour, and information and record keeping.

On 3 February 2026, we carried out a regulatory telephone call. We found the provider was meeting the requirements relating to the concerns from 8 December 2025.

Additionally during the regulatory telephone call on 3 February 2026, we found new areas of concern relating to safeguarding policies and procedures. The provider had taken action to put this right by ensuring staff and leaders implement safeguarding policies and procedures effectively to promote the safety and welfare of all children.

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](#).