

Complaint about childcare provision

Ref: 2729804/6231285

Date: 21 April 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 2 December 2025 and 17 February 2026, we received concerns that the provider was not meeting requirements relating safeguarding policies and procedures, staff: child ratio, safety of premises, risk assessment and complaints.

On 30 January and 16 April 2026, the provider notified us about matters relating to the above requirements. The notifications means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of significant events.

On 23 March 2026, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 8 April 2026:

- ensure that there are appropriate whistleblowing procedures in place for all staff to raise concerns about poor or unsafe practice
- ensure that safeguarding procedures include the action to be taken if an allegation is made against a member of staff and details of how safeguarding training is to be delivered
- ensure that the setting's safeguarding policies and procedures are in line with the guidance and procedures of the local safeguarding partnership
- ensure the safety of children, staff and others in the case of fire, in particular fire exits and fire doors are in working order
- ensure that staff are supported to undertake appropriate training and professional development opportunities to fulfil their roles and responsibilities.

- ensure that records are accurately maintained and relevant information is shared with parents to enable a two-way flow of information
- ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom these aspects will be checked.

On 14 April 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. Staff have attended refresher training in regard to safeguarding practice, whistle blowing, and record keeping. The provider has updated and replaced the fire doors and has sought advice from the fire service. Risk management strategies have been revised and shared with staff. This means that children's safety and wellbeing is assured. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).