

Complaint about childcare provision

Ref: 2592548/6323692

Date: 11 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 4 March 2026 and 20 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, suitable people, supervision of staff, key person, staff: child ratios, health, supporting and understanding children's behaviour, special educational needs, safety and suitability of premises, environment and equipment, and information and record keeping.

On 14 May 2026, we carried out a regulatory visit without notice. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 28 May 2026:

- ensure staff consistently fulfil their roles and responsibilities to minimise risks and keep children safe.

On 29 May 2026, the provider responded to the action set. We found that the provider had provided coaching for the staff to help improve their vigilance in supervising children and identifying and managing risks to children's safety. 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](#).

