

Complaint about childcare provision

Ref: 2763685/6217119

Date: 23 January 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 11 November 2025, we received concerns that the provider was not meeting requirements relating to concerns about safety and welfare. On 22 January 2026, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 6 February 2026:

- ensure that when an allegation is made against a member of staff the correct procedure is followed and that Ofsted are notified within 14 days.

On 6 February 2026, the provider responded to the action set. The provider now understands they must report any allegations to Ofsted within 14 days. 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](#).