

Complaint about childcare provision

Ref: 2596384/6194549

Date: 16 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 2 October 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, qualifications, training, support and skills.

On 13 February, we carried out a regulatory visit. 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.

Actions needed by 28 February 2026:

- improve systems for communicating information with parents so that it is clear and delivered in a timely manner
- implement effective staff supervision and strengthen monitoring systems to identify and prioritise training needs and improve staff well-being
- examine the internal procedures for the oversight and management of concerns and complaints and ensure they are fully analysed
- observe staff practice more closely to embed consistency of staff record keeping of routines and incidents (for example nappy changing).

On 27 February 2026, the provider responded to the actions set. We found that the provider had reviewed and strengthened communication with parents to ensure they are kept informed and updated. A new supervision schedule has been created to ensure that staff meet regularly with leaders and/or managers for coaching, as well as guidance and support. The procedures for complaints have been improved to consider any follow-ups as necessary, ensuring robustness. An evaluation of procedural processes has taken place including refresher training for staff regarding care routines. This supports children's safety at the setting.

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](#).