

Complaint about childcare provision

Ref: 120286/6322585

Date: 12 March 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 3 and 26 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding, supervision of children, staff:child ratios, key person, hygiene, sleeping arrangements, risk assessment, complaints and information and record keeping.

On 5 March 2026, we carried out a 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 25 March 2026:

- ensure staff and designated safeguarding leads have appropriate training and are confident to implement safeguarding policies, procedures and follow referral processes
- implement effective arrangements for the supervision and coaching of staff to improve practice and ensure they are aware of their roles and responsibilities.

On 26 March 2026, we carried out a regulatory visit to review how the provider responded to the actions set. We found that the provider had improved their knowledge and

understanding of child protection procedures and implemented this with all staff. Changes to staff supervision processes and how management monitor staff practice has helped improve practice and staff now demonstrate a secure understanding of their roles and responsibilities.

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](#).