

## **Complaint about childcare provision**

Ref: 2733507/6216758

Date: 21 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](http://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 18 November 2025, we received concerns that the provider was not meeting requirements relating to special educational needs, complaints and information and record keeping.

On 15 January 2026, we carried out a regulatory telephone call. 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 20 February 2026:

- Ensure that when a formal complaint is made, the complainant is informed of the investigation outcome within 28 days of receiving the complaint.
- Ensure that parents' requests to access their children's data are handled in accordance with the Data Protection Act 2018.

We will monitor the provider's response to ensure the actions are successfully completed.

On 12 March 2026 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of handling complaints and information sharing. We are satisfied the provider has met the safeguarding and welfare actions raised.  
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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](#).