

Complaint about childcare provision

Ref: EY493306/6216085

Date: 5 January 2026

Summary of outcome

On 17 November 2025, the provider notified us about matters relating to information and record keeping. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant event. On 18 November 2025, we received concerns that the provider was not meeting the same requirements.

On 5 January 2026, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. The setting has refreshed staff training in relation to Safeguarding and working with others. This has helped to deepen staffs understanding and therefore support to keep children safe. 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](#).