

Complaint about childcare provision

Ref: EY340949/6110596

Date: 8 December 2025

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 <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 7 July 2025, we received concerns that the provider was not meeting requirements relating to suitable people, key person, special educational needs, information and record keeping and safety and suitability of premises, environment and equipment.

On 19 and 28 November 2025, we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 9 January 2026:

- ensure appropriate suitability checks including an enhanced criminal records check has been obtained for every person aged 16 and over
- ensure the key person system meets the individual needs of children, to support settled relationships where all children are supported to become familiar with the setting
- ensure that effective arrangements are in place to support children with Special Educational Needs and/or Disabilities (SEND)
- ensure the training and support that staff receive enables them to meet the needs of all children including those with SEND.

On 5 January 2026, the provider responded to the actions set. We found that the provider had completed enhanced Disclosure and Barring Service (DBS) checks for all individuals aged 16 and over. All staff had completed training to strengthen their understanding of the key person role. The provider had reviewed the special educational needs and/or disabilities (SEND) policy, and all staff had completed SEND training to ensure they meet the needs of all children. 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](#).