

## **Complaint about childcare provision**

Ref: EY551843/6231836

Date: 4 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](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 2 December 2025 and 23 December 2025, we received separate concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, safeguarding training, training and skills, safety and suitability of premises, environment and equipment and information and record keeping. On 14 January 2026 the provider notified us about matters relating to suitable people. 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 any significant events.

On 7 January 2026 and 19 January 2026, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has taken appropriate steps to ensure that staff, including key persons understand their roles and responsibilities to meet the needs of individual children and keep them safe. In addition, we found that the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 February 2026:

- ensure that record keeping and information sharing processes are effective for the safe and efficient management of the setting and to meet the needs of individual children.

On 30 January 2026, the provider responded to the actions set. We found that the provider had reviewed and improved the processes for recording and sharing information, to manage the setting efficiently and to meet children's needs. 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](#).