

Complaint about childcare provision

Ref: EY495708/6218157

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 November 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 20 January 2026, we carried out a regulatory visit. 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 17 February 2026:

- ensure that staff are adequately trained to understand and meet the individual care needs of children who have special educational needs and/or disabilities
- ensure that records which contribute to the safe and effective management of the setting are clear and provide sufficient detail.

On 17 February 2026, the provider responded to the actions set. We found that the provider had arranged training and professional development for staff so that they know how to meet the individual care needs of children who have special educational needs and/or disabilities. We found the provider had put systems in place to make sure records are clear and contain sufficient detail. 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.