

Complaint about childcare provision

Ref: 2861991/6306815

Date: 26 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 February 2026, we received concerns that the provider was not meeting requirements relating to whistleblowing, concerns about children's safety and welfare, suitable people and supporting and understanding children's behaviour.

On 23 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 09 March 2026

- implement effective procedures for staff recruitment and vetting to ensure that staff suitability has been robustly assessed
- ensure that all staff, including those with lead roles for safeguarding, understand how to identify and respond to possible safeguarding concerns about children, with particular regard to their understanding of whistle blowing
- ensure all staff feel able to raise concerns about poor practice
- ensure policies and procedures for behaviour management are effective and do not negatively impact on children's wellbeing
- ensure any use of physical handling or restraint is recorded.

On 13 March 2026, we carried out a monitoring visit. We found the provider had improved their knowledge and understanding of recruitment, safeguarding and managing behaviour. They have also maintained appropriate records. In addition, staff have attended further training and improved their knowledge of safeguarding, whistleblowing and managing behaviour.

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](#).