

## **Complaint about childcare provision**

Ref: 2851090/6185049

Date: 6 March 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 12 November 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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 a significant event.

On 24 November 2025 and 22 January 2026, we received concerns that the provider was not meeting requirements relating to whistleblowing, safeguarding training, supervision of staff, safety of premises and risk assessment.

On 3 March 2025, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of further significant events, which is a requirement of their registration. In addition, we found that the provider was not meeting a requirement. We have issued actions for the provider to take.

Actions needed by 17 March 2025:

¿ improve systems for monitoring children as they move between the indoor and outdoor areas.

On 16 March 2026, the provider responded to the action set. The provider has confirmed that staff have updated training on supervision of children and deployment of staff. They have improved systems for monitoring the numbers of children in the outdoor area and in the rooms and increased management oversight of this. 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](#).