

Complaint about childcare provision

Ref: 2750674/6276562

Date: 19 March 2026

Summary of outcome

On 20 January 2026, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour, safeguarding policies and procedures, suitable people and training and skills.

On 16 March 2026, we carried out a regulatory visit. We found that the provider was not meeting one of the requirements and had taken action to put this right. The provider has strengthened the systems to ensure all potential safeguarding concerns are recorded in line with safeguarding procedures.

The provider will be able to give parents further information about this.

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](#).