

## **Complaint about childcare provision**

Ref: 2697670/6305298

Date: 24 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 10th February, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures. There was no breach found. On 13th February and 2nd March; the provider notified us about matters relating to suitable people and safety and suitability of premises, environment and equipment. The notifications 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 significant events.

On 24th March 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements and had taken action to put this right. There was a breach found regarding safety and suitability of premises, environment and equipment. The provider did act on this such as removing teddies from children who were going to sleep and modelling safer sleep guidelines. Therefore, ensure staff have the skills and knowledge to carry out their role. 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](#).