Complaint about childcare provision

Ref: 100540/6300311

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

On 2 and 10 February 2026, the provider notified us about matters relating to suitable people and supporting and understanding children's behaviour. 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 any significant event relating to children's welfare.

On 18 and 25 March 2026, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has liaised with other agencies to meet their safeguarding responsibilities. They have reviewed their policies with regards to behaviour management and have implemented further behaviour management and safeguarding training for all staff. They have improved supervision and organisation of staff deployment. This includes for transitions between indoors and outdoors, so that children and staff are fully supported during these times. Through discussions and team meetings, the provider ensures that staff knowledge in these areas is up to date and secure.

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.