

Complaint about childcare provision

Ref: 2519666/6000350

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.

In April 2025, we received several concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, suitable people, qualifications, training, support and skills, staff: child ratios, safety and suitability of premises, environment and equipment.

On 17 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 9 May 2025:

- ensure that for children aged two years there is at least one member of staff who holds a level three qualification and at least half of all other staff hold an appropriate level 2 qualification
- improve the key-person system to ensure that every child's care is tailored to meet their individual needs, and staff are able to offer a settled relationship for the child
- plan a broad curriculum with challenging and enjoyable experiences for each child in all areas of development and build a strong foundation for children's development in the prime areas.

On 9 May 2025, the provider responded to the actions set. We found that the provider provided evidence of staffing qualifications, and they explained that they had made

improvements to the key-person system and planning of the curriculum. However, in May and June 2025, we received several further concerns that the provider was not meeting the requirements.

On 6 June 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 13 June 2025, Ofsted received concerns about matters relating to suitable people and safeguarding policy and procedures. On 14 June 2025 the manager notified us about matters relating to suitable people and safeguarding policy and procedures. 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.

We suspended the provider's registration on 16 June 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 24 September 2025, we carried out an interview with the provider. 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 31 October 2025:

- improve knowledge and understanding of the early years foundation stage framework (EYFS) to ensure the effective oversight and governance of the provision.

On 9 December 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. However, the provider failed to provide Ofsted with the information required linked to registration matters. We took steps to cancel the provider's registration and did not receive an appeal. The provider's registration is therefore cancelled.

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](#).