Complaint about childcare provision

Ref: 2754473/6400286

Date: 6 July 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 10 April 2026, we received concerns that the provider was not meeting requirements relating to information and record keeping and other legal duties.

On 6 July 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured that the nursery website does not contain any documents containing children's personal information. They have reviewed the procedures for uploading documents to the website to ensure that direct links have been removed. This helps to ensure that children's information is kept confidential and only accessible by those with a right or professional need to see it.

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.