Complaint about childcare provision

Ref: EY468225/6388677

Date: 20 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 24 March 2026, we received concerns that the provider was not meeting requirements relating to suitable people and changes that must be notified to Ofsted.

On 10 July 2026 we carried out a regulatory phone call. We found the provider was not meeting some of the requirements and immediately following the call, had taken action to put this right. The provider took the correct measures to ensure that the proposed nominated individual provided the information for us to check their suitability and ensure legal compliance.

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.