## Complaint about childcare provision

Ref: EY375010/6449583

Date: 22 September 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 03 July 2026, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 28 July and 04 August 2026, the provider notified us about matters relating to information and record keeping, safeguarding policies and procedures and suitable people. 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 significant events.

On 22 September 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 09 October 2026:

ensure that all staff understand the need to protect the privacy of the children in their care in regards to sharing observations.

On 30 September 2026, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. We are satisfied the provider has met the action raised. 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.