Complaint about childcare provision

Ref: EY444577/6420441

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 9 June 2026, we received concerns that the provider was not meeting requirements relating to suitable people.

On 12 June 2026, 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. The provider will be able to give parents further information about this.

Actions needed by 29 June 2026:

- ensure references are obtained for any member of staff (including students and volunteers) before they are recruited.

On 6 October 2026, the provider responded to the action set. The provider has reviewed their recruitment procedures and have undertaken safer recruitment training. They now have procedures in place to ensure references are obtained prior to employment. This helps to ensure children's safety. 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.