

Complaint about childcare provision

Ref: 221822/6229685

Date: 30 April 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 27 November 2025, we received concerns that the provider was not meeting requirements relating to paediatric first aid, Staff:child ratios, Risk assessment, information about the provider and changes that must be notified.

On 23 April 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 8 May 2026:

- ensure that Ofsted are notified of any changes in the nominated individual, manager of the provision and any new committee members.

On 8 May 2026, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of when to notify Ofsted of changes in the governance of the setting. We are satisfied the provider has met the safeguarding and welfare actions 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](#).