

Complaint about childcare provision

Ref: 225161/6252439

Date: 16 February 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 23 December 2025, we received concerns that the provider was not meeting some of these requirements relating to staff:child ratios, safety of premises, outdoor access, safety on outings, risk assessment and paediatric first aid.

On 16 February 2026 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reflected and taken action to ensure her paediatric first-aid certificate is up to date. She has maintained her knowledge of how to implement first aid treatment to assure children's safety, health and welfare.

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](#).