

Complaint about childcare provision

Ref: 2503348/6209783

Date: 2 March 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 10 November 2025, the provider notified us about matters relating to staff: child ratios, and the safety and suitability of premises, environment and equipment. 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 a significant event.

On 26 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has refreshed staffs' knowledge and understanding of risk assessment procedure. They have created a bespoke risk assessment for the use of bottle warmers and shared these with staff. This ensures that staff have a clear understanding of their roles and responsibilities to keep children safe.

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](#).