

Complaint about childcare provision

Ref: 2509660/6263931

Date: 24 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 8 January 2026, we received concerns that the provider was not meeting requirements relating to key person, supporting and understanding children's behaviour, staff: child ratios and information for parents and carers.

On 18 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. This included enhancing systems to ensure that all parents and carers receive the same level of information about their child's transition to the next room.

During the regulatory visit, we found the provider was not meeting some other 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 11 March 2026:

- take prompt action to ensure that children are not exposed to unnecessary risks within the environment
- deploy staff effectively in the pre-school room to provide appropriate supervision and to meet the needs of all children.

On 11 March 2026, the provider responded to the actions set. We found that the provider had put risk assessments in place to minimise risks to children within the pre-school room. This included reviewing staffing arrangements to ensure staff were deployed effectively to meet the needs of all children. We are satisfied that the provider had met the safeguarding and welfare actions raised. The provider remains 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](#).