

Complaint about childcare provision

Ref: 2549715/6343029

Date: 18 June 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 24 March 2026 and 16 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, accident or injury, information and record keeping, staff: child ratios.

On 17 June 2026, we carried out a regulatory visit. We found the childminder was not meeting some of the requirements and had taken action to put this right. She ensures that assistants follow her setting's safeguarding policies and procedures when using mobile phones. The childminder has also ensured that staff are deployed effectively, so staff remain vigilant when supervising children during outings.

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](#).