

Complaint about childcare provision

Ref: 2558047/6396482

Date: 3 July 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 15 April 2026, we received concerns that the provider was not meeting requirements relating to special educational needs.

On 26 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements relating to risk assessment, safer eating and safety of premises. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 24 July 2026:

- ensure all leaders and staff have sufficient knowledge and understanding to implement effective risk assessment procedures
- take all reasonable steps to remove or minimise children's exposure to risks
- ensure that children are within sight and hearing of a member of staff while eating and, where possible, staff should sit facing children while they eat
- ensure that premises are fit for purpose and comply with hygiene requirements

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).