

Complaint about childcare provision

Ref: 2569534/6330355

Date: 8 April 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 12 March 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff: child ratios, health, information and record keeping, and changes that must be notified to Ofsted.

On 26 March 2026, we carried out a regulatory visit. We found the provider had not notified Ofsted of a significant event. This has been discussed with the provider, who now understands their duties going forward to notify Ofsted of such events. We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

- ensure that written records are completed in the event of medication being administered to a child
- review and update the procedures in relation to the recording and reporting of children's accidents and injuries, to ensure consistent practice in line with the setting's policies for head injuries
- maintain records of events and incidences to support the safe and efficient management of the setting and ensure that children's needs continue to be met.

On 9 April 2026, the provider responded to the actions set. We found that the provider had ensured that medication forms are completed by a member of the management team immediately following the administration of medication. They had strengthened the policies and procedures relating to head injuries. The provider has reviewed internal recording systems and refreshed staff's and leader's knowledge regarding the expectations for the recording of incidents and events. They outlined their intentions for senior leaders to complete regular audits and checks to ensure ongoing compliance for record keeping. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).