

Complaint about childcare provision

Ref: 2595704/6426058

Date: 19 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 15 June 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 17 June 2026, we carried out a regulatory telephone call. We 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.

Actions needed by 6 July 2026:

- implement appropriate steps to ensure the safety of children, staff and others on the premises in the case of an emergency
- develop comprehensive risk assessments to ensure any risks to children are identified and minimised, including when on outings away from the setting
- ensure there is a procedure in place where parents are able to raise concerns.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 3 July 2026, the provider responded to the action/s set. We found that the provider had improved their knowledge and understanding of risk assessments and ensuring the safety of children and others during an emergency. 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](#).