

Complaint about childcare provision

Ref: 2623749/6313228

Date: 11 May 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 <http://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 25 February 2026, we received concerns that the provider was not meeting requirements relating to special educational needs, staff: child ratios, supporting and understanding children's behaviour and information and record keeping.

On 5 and 6 May 2026, we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements and had taken action to put this right. They had failed to notify Ofsted of a significant event where the setting's dietary procedures for children were not followed. The provider had revised procedures for staff: child ratios to ensure adequate supervision of children while eating. Staff have also refreshed their knowledge and understanding of the setting's dietary procedures to ensure these are applied consistently.

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](#).