

## **Complaint about childcare provision**

Ref: 2650107/6281252

Date: 19 February 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](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 26 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, special educational needs and supervision of staff.

On 16 February 2026, we carried out a regulatory visit. 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 27 February 2026:

- take all reasonable steps to remove or minimise children's exposure to risks
- maintain a clean and hygienic environment for children.

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](#).