

Complaint about childcare provision

Ref: 2660259/6427099

Date: 20 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 16 June 2026, we received concerns that the provider was not meeting requirements relating to safety on outings, risk assessment and changes that must be notified to Ofsted.

On 13 July 2026 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and during the visit had taken action to put this right. The provider notified the relevant authority about an incident that happened during an outing which left a child unsupervised. In addition, they carried out an internal investigation in line with the guidance and procedures of the local safeguarding partnership.

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](#).