

Complaint about childcare provision

Ref: 2670378/6350870

Date: 12 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 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 31 March 2026 and 7 April 2026, the provider notified us about matters relating to the same requirements as well as suitable people. On 15 April 2026, we received concerns that the provider was not meeting requirements relating to accident and injury, risk assessment and changes that must be notified to Ofsted.

On 11 May 2026, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. This includes to ensure staff read policies and procedures to develop their knowledge of how to manage children's accidents and incidents. Furthermore, staff are informed of where accident forms are located and to record all accidents or injuries that occur. Leaders have strengthened daily audits to identify potential risks to children as part of the risk assessment process. These measures contribute to promoting children's health and safety.

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](#).