

Complaint about childcare provision

Ref: 2676269/6238306

Date: 8 January 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 8 December 2025, we received concerns that the provider was not meeting requirements relating to suitable people; paediatric first aid; staff: child ratios; health; supporting and understanding children's behaviour; safety and suitability of premises, environment and equipment; information and record keeping; and changes that must be notified to Ofsted.

On 5 January 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed their risk assessments. They have implemented additional safety measures to reduce the risk of potential injuries to children. This helps to keep children safe. The provider has improved their understanding of what must be notified to Ofsted.

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](#).