

Complaint about childcare provision

Ref: 2708816/6363658

Date: 5 June 2026

Summary of outcome

Our reference 2708816/ 6363658

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 10 March 2026, we received concerns that the provider was not meeting requirements relating to staff:child ratios.

On 1 June 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 15 June 2026:

- ensure there are enough qualified staff present to care for children and meet their needs at all times
- improve record keeping and ensure accurate information is recorded to ensure the safe and efficient management of the setting.

On 12 June 2026, the provider responded to the actions raised. We found that the provider has taken steps to review staff deployment across the setting to ensure there are enough qualified staff daily to care for children and meet their needs. Additionally, the provider has improved oversight of record keeping at the setting to ensure accurate information about children and staff is recorded, and any inconsistencies are quickly identified and addressed to help ensure the safe and efficient management of the setting. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).