

Complaint about childcare provision

Ref: 2724322/6323382

Date: 9 June 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 4 March 2026, we received concerns that the provider was not meeting requirements relating to health and safety and suitability of premises, environment and equipment.

On 2 June 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 made improvements to the layout of the baby room to ensure children remain safe while eating areas are cleaned following snack and mealtimes. Weekly menus have been reviewed to further support children's specific dietary requirements. Staff have completed additional training to enhance their awareness of food allergies and intolerances. In addition, staff have undertaken further training and support to embed their understanding of risk assessments.

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](#).

