

Complaint about childcare provision

Ref: 2724779/6365604

Date: 8 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 the 17 April 2026 we received concerns that the provider was not meeting requirements relating to risk assessments. On 3 June 2026, we carried out a regulatory telephone call. We found the provider was not meeting some requirements and had taken action to put this right. The provider had reviewed their risk assessments and implemented further safety measures for the use of external gates to ensure these are secure. They had ensured all staff carry out thorough safety checks when in the garden as part of their daily risk assessments to ensure the areas remain safe and secure. 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](#).