

Complaint about childcare provision

Ref: 2729670/6387877

Date: 19 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 08th May 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 17th June 2026 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They have ensured that all staff are familiar with procedures when children are transitioning from outside, to ensure children always remain within sight and hearing of staff. This helps to maintain children's wellbeing.

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](#).