

Complaint about childcare provision

Ref: 2730350/6369980

Date: 20 May 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 2 April 2026, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour.

On 16 April 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. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 5 May 2026:

- take all reasonable steps to ensure that children in your care are not exposed to risks.

We will monitor the provider's response to ensure the action is successfully completed.

On 4 May 2026, the provider responded to the action set. We found that the provider had taken action to review and improve their risk assessment procedures to ensure children's safety.

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](#).