

Complaint about childcare provision

Ref: 2732949/6409789

Date: 7 July 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 5 May 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff: child ratios, and information and record keeping.

On 1 July 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. The provider has now reviewed their procedures for risk assessment of specific activities. They have also provided staff with training in supporting children's safety when using specific tools for creative activities, and ensured children are always supervised at all times, implementing a higher staff ratio when required. In addition, the provider has reviewed the systems for improving communication with parents for safeguarding and welfare of children. For example, sharing information promptly that is relevant to their child on the day of the event, ensuring that it is communicated in a sensitive manner.

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](#).