

Complaint about childcare provision

Ref: 2736105/6406428

Date: 17 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 18 May 2026, we received concerns that the provider was not meeting requirements relating to concerns about supporting and understanding children's behaviour. On 20 May 2026 the provider notified us about matters relating to children's food and drink.

On 4 June 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. The provider will be able to give parents further information about this.

Actions needed by 17 June 2026:

- ensure staff are deployed to meet the needs of children and ensure their safety, with reference to the toddler room.

The provider responded to the action set. We found that the provider took action promptly by updating staff knowledge through meetings. There is a targeted support plan for the toddler room to help ensure staff support toddlers needs adequately through appropriate staff deployment and supervision. This helps to meet children's needs.

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](#).

