

Complaint about childcare provision

Ref: 2745213/6199890

Date: 3 February 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 November 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training, support, and skills, staff: child ratios, health, safety and suitability of premises, environment, and equipment and information and record keeping.

In November and December 2025, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people and safety and suitability of premises, environment and equipment. The notifications means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 2 February 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 and leaders have completed a full review of the quality of the provision and made clear and effective improvements to ensure that the needs of children are met. This has included staffing re-structures and recruitment and processes to ensure that the premises and environment are suitable. There has been staff inductions and training, including on aspects, such as safeguarding to ensure that swift action is taken in the event of a concern. 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](#).