

Complaint about childcare provision

Ref: 2752132/6453700

Date: 17 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 9 July 2026, we received concerns that the provider was not meeting requirements relating to organising premises for confidentiality and safeguarding, safety and suitability of the premises, environment and equipment, food and drink, safer eating, staff:child ratios, key person and child absences. On 15 July 2026, the provider notified us about matters relating to the same requirements.

On 16 July 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider took immediate action during the visit to update and strengthen their child absence policy, to ensure that all unexplained absences are addressed in a more timely manner. We have also issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 13 August 2026:

- review the nursery menu to ensure that all food and snacks are healthy, nutritionally balanced and meet the requirements of the Early years foundation stage nutrition guidance.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).

