

Complaint about childcare provision

Ref: 2766973/6428659

Date: 23 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 17 June 2026, we received concerns that the provider was not meeting requirements relating to safer eating and risk assessments.

On 21 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. During this visit, we found that the provider had failed to ensure that their risk assessments were sufficient to ensure children with a known food intolerance did not have access to certain foods. However, they have taken swift and appropriate action to improve the risk assessment process to prevent this from happening again.

In addition, the provider failed to notify Ofsted of the event and has since taken measures to improve their understanding of notifications into Ofsted.

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](#).