

Complaint about childcare provision

Ref: 2780489/6371286

Date: 24 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 10 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding, suitable people, staff:child ratios, supporting and understanding children's behaviour, accident or injury, risk assessment and complaints.

On 18 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

- ensure staff deployment is effective, so staff are more vigilant in assessing the needs of children around them, can identify when intervention is needed and effectively support children.

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