

Complaint about childcare provision

Ref: 2787087/6238565

Date: 15 January 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 23 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, staff:child ratios, food and drink, outdoor access, safety on outings, risk assessment, information for parents and carers.

On 5 January 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: 23 January 2026

- ensure that you and all staff, understand how to implement safeguarding policies and procedures that are in line with the guidance and procedures of the local safeguarding partners
- ensure Ofsted are informed of any allegations of serious harm or abuse by anyone living, working or looking after children at the premises
- improve risk assessments to ensure that children in your care are not exposed to unnecessary risks and demonstrate how you are managing these risks.

We will monitor the provider's response to ensure the actions are 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](#).