

Complaint about childcare provision

Ref: 303165/6313361

Date: 27 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 25 February 2026, we received concerns that the provider was not meeting requirements relating to staff:child ratios, suitable people, safety on outings, risk assessment.

On 26 February 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 12 March 2026:

- obtain a full and relevant paediatric first aid certificate
- ensure children are kept safe while on outings specifically when using a vehicle
- ensure information about children is shared with parents and carers.

We will monitor the provider's response to ensure the actions are successfully completed.

On 16 March 2026, the provider responded to the actions set. We found that the provider had obtained a paediatric first aid certificate, updated parents with all relevant information and improved children's safety on outings.

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](#).