

Complaint about childcare provision

Ref: 310405/6218695

Date: 13 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 20 November 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios and safety and suitability of premises, environment and equipment.

On 12 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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:

- provide staff with effective support, coaching and training to help them fulfil their roles and responsibilities
- implement robust risk assessments that identify all hazards in the environment and inform staff practice.

On 23 January 2026, the provider responded to the actions set. The provider has reviewed and updated their written risk assessments to ensure they identify all potential hazards and inform staff practice. Staff have completed risk assessment training to help develop their skills and knowledge in relation to identifying hazards in the environment. This helps to ensure that children are kept safe. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).