

Complaint about childcare provision

Ref: 310498/6245553

Date: 26 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 12 and 13 November 2025 and 18 and 23 December 2025, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, and health. The notifications mean that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of significant events.

On 5 February 2026, we carried out a regulatory telephone call. A regulatory visit was then conducted on 25 February 2026. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has refreshed staff's food hygiene training and strengthened their understanding on how to effectively manage food allergens. Additionally, the provider now ensures that any concerns around children and/or the setting are reported to the appropriate agencies without delay. This ensures that staff have a clear understanding of their roles and responsibilities to keep children safe.

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](#).