

Complaint about childcare provision

Ref: 507692/6256239

Date: 11 March 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 17 December 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 13 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 28 January 2026:

- ensure there is a record of the vetting checks that have been completed
- ensure that bedding used for sleeping are suitable and in good condition
- ensure that there are suitable and hygienic changing facilities.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 28 January 2026, the provider responded to the actions set. We found that the provider had implemented a record of the vetting checks carried out on staff. Appropriate bedding and changing facilities had been put into place to ensure children sleep or are changed on suitable and hygienic equipment. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).