

Complaint about childcare provision

Ref: 509604/6355137

Date: 16 July 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 3 April 2026, we received concerns that the provider was not meeting requirements relating to health, safety and suitability of premises, environment and equipment.

On 22 April 2026, we carried out a regulatory telephone call and on 14 July 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had further enhanced policies and procedures for allergen management, including strengthening risk assessments. The provider had implemented additional actions to ensure leaders have oversight of all meals and allergens before staff serve the children. Additionally, leaders have embedded systems such as record keeping and visual reminders in each room. The actions taken by the new leaders help to ensure that staff understand their role in keeping children safe during mealtimes. Furthermore, leaders have oversight of all meals and allergens to help reduce the risk to children. In addition, leaders have developed effective procedures to ensure they notify Ofsted of any significant event.

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](#).

