

Complaint about childcare provision

Ref: EY244170/6423130

Date: 16 June 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 June 2026, we received concerns that the provider was not meeting requirements relating to organising premises for confidentiality and safeguarding, staff: child ratios, risk assessment and safety of premises.

On 16 June 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. The provider is still registered with Ofsted.

Actions needed by 23 June 2026

- consider ways of minimising risk to children when creating a barrier between the upstairs and downstairs
- increase cleaning schedules to ensure the environment and equipment are free from dirt and mould spores.

On 19 June 2026, the provider responded to the actions set. We found that the provider had put in place a stairgate to create a barrier for children. In addition, she had ensured the environment and equipment were cleaned. 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.