

Complaint about childcare provision

Ref: EY266488/6403707

Date: 1 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-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 15 April 2026, the provider notified us about matters relating to safety and suitability of premises, environment and equipment. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 1 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.

Actions needed by 23rd June 2026:

ensure that staff implement strategies to support children with special educational needs and/or disabilities

ensure staff are aware of safer eating guidance and children are appropriately supervised at all times

ensure that the risk assessment procedures are followed and implemented accordingly

ensure that staff are aware of the whistleblowing procedures and understand what they would do if they had a concern about staffs practice

ensure that children's privacy is considered when changing nappies.

On 23rd June 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safer eating, risk assessments, whistleblowing and supporting children with special educational needs and/or disabilities. We are satisfied the provider has met the 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](#).