

Complaint about childcare provision

Ref: EY290331/6189142

Date: 5 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 22 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, staff: child ratios and supporting and understanding children's behaviour. On 22 October 2025, the provider notified us about matters relating to the same requirements.

On 5 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Leaders have provided additional training to all staff on effective deployment and reorganised the layout of some children's playrooms. This has improved staff oversight of children to ensure all children's safety and wellbeing.

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](#).