

Complaint about childcare provision

Ref: EY294365/6399138

Date: 10 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 19 May 2026, we received concerns that the provider was not meeting requirements relating to suitable people, safety and suitability of premises, environment and equipment, supporting and understanding children's behaviour and information and record keeping.

On 19 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 10 July 2026:

- implement effective arrangements to ensure the premises and equipment are hygienically maintained
- review the toileting arrangements to support children's privacy
- ensure that effective risk assessments are understood and implemented by all staff to support children's safety

On 10 July 2026, the provider responded to the actions set. We found the provider has improved the arrangements to ensure the premises and equipment are hygienically maintained. The children's toilet facilities have been fitted with partitions to support children's privacy. Risk assessments have been reviewed and improved and staff have completed additional training in risk assessment to support children's safety. We are satisfied that 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](#).