

Complaint about childcare provision

Ref: EY314153/6411252

Date: 19 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 29 May 2026, we received concerns that the provider was not meeting requirements relating to Safety and suitability of premises, environment and equipment.

On 17 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 3 July 2026:

- demonstrate how you will take all reasonable steps to ensure that children and assistants, are not exposed to risks in relation to: building materials and building work, including in the rear garden; loose wires in the play room; the accessibility of cleaning materials; the large unsecured mirror in the house and also ensure that the play room door can be secured.

On 29 June 2026, the provider responded to the actions set. We found that the provider had ensured loose bricks had been removed and disposed of, cleaning products had been moved out of reach and loose wires had been fixed to the wall. The large mirror in the hallway has been attached to the wall, the lock on the playroom door has been put back in place. The provider reports that the garden at the back of the house will not be used by children, they have a separate designated play area. New risk assessments will be completed once building work starts, to ensure all areas are safe for children. We are satisfied the provider has met the risk assessment 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](#).