

Complaint about childcare provision

Ref: EY316871/6291541

Date: 4 March 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 3 February 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safeguarding policies and procedures, suitable people, training and skills, supervision of staff, paediatric first aid, accident or injury, toilets and intimate hygiene and risk assessment.

On 18 February 2026, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a significant event. We took no further action as the provider is now clear on this requirement should they need to notify Ofsted in the future.

The provider will be able to give parents further information about this.

The provider remains 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](#).

