

Complaint about childcare provision

Ref: EY335177/6319861

Date: 17 April 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 27 February 2026, the provider notified us about matters relating to staff: child ratios. 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 incident.

On 9 April 2026, we received concerns that the provider was not meeting requirements relating to key person, health, special educational needs and information and record keeping.

On 15 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They have improved processes for the supervision of children by staff, especially during transition times. This ensures that children are well supervised and improves their safety.

We also found the provider was not meeting other 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 29 April 2026:

- ensure that any equipment used for children who require sleep or rest is safe, suitable, and appropriate for the child's age and stage of development
- ensure a record of complaints is kept and made available to Ofsted, on request.

On 22 April 2026, the provider responded to the actions set. We found that the provider has taken steps to improve the equipment used for children who require sleep, so that this is safe and suitable for the child's age and stage of development. In addition, staff have completed training to improve their understanding of safe sleep arrangements. The provider has implemented a new complaints record, so that this can be kept up to date and made available to Ofsted, on request. We are satisfied the provider has met the safeguarding and welfare 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](#).