

Complaint about childcare provision

Ref: EY338221/6356990

Date: 21 May 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\[1\]stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation[1]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 8 April 2026 we received concerns that the provider was not meeting requirements relating to safety of premises, staff: child ratio and food and drink facilities.

On 21 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

On 21 May 2026 we carried out a monitoring visit. We found the provider had taken action to put this right. The provider has reviewed and amended procedures for the safety of premises and food and drink facilities.

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](#).