

Complaint about childcare provision

Ref: EY360899/6241172

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 24 Jun 2025, the provider notified us about matters relating to safety and suitability of premises, environment and equipment and 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 any serious accident, illness, or injury to any child while in their care, and of the action taken.

On 10 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; safety and suitability of premises, environment and equipment; staff: child ratios and information for parents and carers.

On 22 May and 17 June 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed their accident recording procedures to ensure that these are more detailed. This helps to ensure parents have accurate information at the time of their child sustaining an injury at the setting. In addition, we found that the provider had failed to notify Ofsted of changes to the manager of the setting, which is a requirement of their registration.

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.