

Complaint about childcare provision

Ref: EY364684/6269663

Date: 6 February 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 9 January 2026 we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 6 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the 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 13 February 2026.

- maintain required staff-to-child ratios to meet children's needs at all times.
- ensure that anyone working with or caring for children are not included in staff: child ratios until they have been assessed as suitable by Ofsted.

On 9 February 2026, the provider responded to the actions set. We found that the provider had improved their knowledge of staff-to-child ratios and ensuring anyone working with or caring for children has been deemed suitable by Ofsted. 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](#).