

Complaint about childcare provision

Ref: EY372343/6346963

Date: 22 July 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 19 March and 11 May 2026, the provider notified us about matters relating to safeguarding policies and procedures 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 a significant event.

On 22 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and staff: child ratios.

On 14 July 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. We found that the provider had improved staff supervision, so that they fully understand their roles and responsibilities and that staff report any accidents or injuries to parents swiftly. All of which supports children's well-being.

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](#).