

Complaint about childcare provision

Ref: EY374763/6399118

Date: 17 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 19 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills, staff:child ratios, safety on outings, risk assessment, information about the child, information for parents and carers

On 28 May 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. The provider had updated risk assessments and the child registration system; they had updated policies and procedures and improved the arrangements for communicating with parents. They had also provided additional training and support for staff. This means that children's safety and well-being has been enhanced.

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](#).