

Complaint about childcare provision

Ref: EY376229/6320368

Date: 31 March 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 2 March 2026, we received concerns that the provider was not meeting requirements relating to training and skills, supervision of staff and safety and suitability of premises, environment and equipment. On 3 March 2026, the provider notified us about matters relating to the same requirements.

On 17 and 30 March 2026, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed and improved the setting's policies and procedures to keep children safe in the event of an emergency. The provider has retrained staff to ensure they implement the setting's emergency evacuation procedures effectively. The provider has taken appropriate steps to ensure children's safety when they sleep or rest. The provider has improved the arrangements to share information in a timely manner, particularly with parents. These improvements help to ensure children's safety and the safe and efficient management of the setting. 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](#).