

Complaint about childcare provision

Ref: EY380480/6233472

Date: 27 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 3 December 2025, we received concerns that the provider was not meeting requirements in relation to staff: child ratios, safety and suitability of premises, environment and equipment, and other legal duties.

On 23 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 3 March 2026:

- ensure that any assistant has been cleared by Ofsted as suitable, prior to including them in staff: child ratios.

On 27 February 2026, the provider responded to the action set. We found that the provider had taken swift action to ensure all assistants have their suitability cleared by Ofsted prior to being included in staff: child ratios. We are satisfied the provider has met the safeguarding and welfare action 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](#).

