

Complaint about childcare provision

Ref: EY389436/6204452

Date: 25 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 6 November 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff: child ratios, qualifications, training, support and skills and supervision of staff.

On 2 February 2026, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. The provider had not met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of a significant event. We also found that the provider was not meeting some of the other requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 2 March 2026:

- ensure all records are available and accessible to those who need to see them and to ensure the safe management of the setting
- put in place supervision arrangements to ensure all leaders and staff are provided with coaching and opportunities to discuss any issues, particularly child protection concerns
- ensure that staff identify and minimise hazards to children to support their safety and well-being.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).