

Complaint about childcare provision

Ref: EY392776/6146997

Date: 26 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.

In January and February 2026, we received concerns that the provider was not meeting requirements relating to suitable people and staff to child ratios.

On 5 February, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 6,10 February 2026:

- ensure you obtain references for any assistants working with you
- ensure children remain within sight and hearing, considering how best to organise transitions when moving children from and to the car
- notify Ofsted promptly of any change in working arrangements and changes to household members
- ensure the daily records of attendance clearly show the times when children are present
- ensure the staff to child ratios are adhered to at all times throughout the day, to ensure that children's needs are met
- ensure at least one person who has a current paediatric first aid (PFA) certificate is on the premises and available at all times when children are present, including on outings.
- ensure any assistant working in your setting, has been deemed 'suitable' by Ofsted before including them in child:staff ratios.

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](#).