

Complaint about childcare provision

Ref: EY392964/6401159

Date: 28 July 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 21 May 2026, we received concerns that the provider was not meeting requirements relating to staff to child ratios and complaints.

In addition to this on 18 June 2026, the provider notified us about matters relating to health, specifically accident and injury. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 16 July 2026, we carried out a regulatory visit. We found the provider was not meeting some of the 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 7 August 2026:

- make more effective use of the support for staff to ensure they undertake appropriate training and professional development focused on improving the quality of their interactions and the learning experiences for children across the nursery
- ensure that leaders improve the complaint process so that persons making complaints are notified of the outcome of the investigation within 28 days at all times
- ensure that a thorough investigation is undertaken promptly for any serious accident or incident in order to swiftly improve practice and ensure the ongoing efficient management of the setting.

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](#).