

## **Complaint about childcare provision**

Ref: EY395902/6357898

Date: 29 May 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](http://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 11 March 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios; and supporting and understanding children's behaviour. On 7 April 2026, the provider notified us about matters relating to health; and safety and suitability of premises, environment and equipment. 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 significant injuries that children sustain.

On 28 May 2026, 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.

Action needed by 4 June 2026:

- ensure staff swiftly identify and mitigate risks to children's health and safety.

On 29 May 2026, the provider responded to the action set. We found that the provider had strengthen risk assessment processes so that staff identified and mitigated hazards without delay, thus assuring children's health and safety. 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](#).