

Complaint about childcare provision

Ref: EY427025/6405115

Date: 17 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 27th May 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment. On 16 July 2026, the provider notified us about matters relating to the same requirements.

On 16th July 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 28th July 2026:

- ensure all staff are aware of the safer eating guidance and put this in practice across the whole setting.

We will monitor the provider's response to ensure the action/s is/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](#).