

Complaint about childcare provision

Ref: EY445496/6167559

Date: 27 January 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 1 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, staff-to-child ratios, health, supporting and understanding children's behaviour and safety and suitability of premises, environment and equipment. On 5 October 2025, the provider notified us about matters relating to the same requirements. 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 14 January 2025, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved risk assessment procedures to further improve children's safety when using large outdoor equipment. The provider has also reviewed staff practice and revised procedures to further improve levels of supervision. The provider will be able to give parents further information about this. 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](#).