

Complaint about childcare provision

Ref: EY451607/6397585

Date: 24 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 16 and 18 May 2026, the provider notified us about matters relating to changes that must be notified to Ofsted. 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 changes to their premises.

On 13 July 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, staff taking medication/other substances and safety and suitability of premises, environment and equipment . On 22 July, the provider notified us about matters relating to the same requirements.

On 23 July, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had notified us that she had left the premises where she is registered to provide childminding, however, they failed to provide the address they moved to. This has now been provided. In addition the provider failed to notify Ofsted of other changes to the health of household members, which is required to ensure that children's welfare and wellbeing continues to be fully supported.

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](#).

