

Complaint about childcare provision

Ref: EY456624/6271584

Date: 26 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 8 January 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and supporting and understanding children's behaviour.

On 21 January 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 26 January 2026:

- ensure vape and e-cigarettes are not used when children are present.

We will monitor the provider's response to ensure the action is successfully completed.

On 2 February the provider informed Ofsted of the action she has taken to ensure the legal requirement is met.

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](#).