

Complaint about childcare provision

Ref: EY485134/6388768

Date: 16 June 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 May 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios and safety and suitability of premises, environment and equipment.

On 12 June 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.

Actions needed by 19 June 2026:

- ensure the required staff: child ratios are consistently maintained
- maintain an accurate daily record of children's attendance and the names of each child's key person.

On 17 June 2026, the provider responded to the actions set. We found the provider had reviewed staffing arrangements and systems for recording attendance to support children's safety and welfare. We are satisfied that the provider had met the actions raised. 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](#).

