

## **Complaint about childcare provision**

Ref: EY289826/6274437

Date: 13 April 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](http://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 13 January and 19 March 2026, the provider notified us about matters relating to food and drink, risk assessment and safeguarding policies and procedures. 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 significant events.

On 13 April 2026, 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 has refreshed staff's training around food hygiene and allergens. They have reviewed and updated a range of policies in regards to safer eating procedures. This information has been shared with staff. This has improved staff's knowledge and practice in this area and highlighted the importance of their role in keeping children safe.

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](#).