

Complaint about childcare provision

Ref: 2722588/6251347

Date: 4 February 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 22 December 2025 the provider notified us about matters relating to health. 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 16 January 2026, we received concerns that the provider was not meeting requirements relating to health, information and record keeping, qualifications, training, support and skills, and safety and suitability of premises, environment and equipment.

On 4 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

Actions needed by 20 February 2026:

- ensure all staff always adhere to children's special dietary requirements, particularly those with allergies and intolerances

- implement robust procedures to include parents to address any specific care and medication plans, and ensure these are always adhered to

- ensure all staff receive the required relevant training to minimise any impact to children's health and wellbeing, this includes the provision and delivery of required special dietary foods, the administration of specialised medication, and building stronger partnership with parents

- review the current systems of information sharing with parents, to ensure information gained and shared with parents is accurate and updated to maintain daily two-way flow of information

- ensure accidents and injuries are documented as required and that all details are shared with parents on the same day.

On 20 February 2026, the provider responded to the actions set. We found that the provider has taken steps to ensure staff have completed training in relation to promoting children's health, in particular with special dietary needs, allergies, and accident recording. There are newly introduced measures to review, and risk assess children's care plans when they first start at the setting and ongoing. Management have reviewed the systems used for exchange of information with parents, to allow for accurate and two-way flow of communication. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).