

Complaint about childcare provision

Ref: EY295717/6244645

Date: 22 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 29 September 2025, we received concerns that the provider was not meeting requirements relating to suitable people, training and skills, Supporting and understanding children's behaviour.

On 11 October 2024, the provider notified us about matters relating to safety and suitability of premises, environment and equipment. On 28 March 2025 and 30 April 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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 any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises. Any serious accident, illness, or injury to, or death of, any child while in their care.

On 22 January 2026, we carried out a regulatory telephone call. We found the provider was meeting the requirements and had taken action through their own internal procedures to address the concerns. They had also undertaken a review of risk assessments to minimise any risks to children in the garden.

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](#).