

Complaint about childcare provision

Ref: EY241718/6318151

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 February 2026, the provider notified us about matters relating to, safeguarding policies and procedures, supervision of staff, key person, staff: child ratios and risk assessment. 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 a significant event.

On 27 April 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed and the updated risk assessments for the premises and has shared this information with staff during team meetings. In addition, staff have completed re-fresher training on managing transitions, supervision of children and safeguarding policy, practice and procedures. This ensures staff have a clear understanding of their roles and responsibilities 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](#).