

Complaint about childcare provision

Ref: EY260325/6212901

Date: 27 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 30 October, 26 November and 18 December 2025 we received concerns that this provider was not meeting some of these requirements, relating to safety, staff qualifications, the baby room, special educational needs, food and drink facilities, safety of premises, toilets and intimate hygiene and risk assessment.

On 22 January 2026, we carried out a regulatory visit to the provider. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 27 February 2026:

ensure the premises are suitable for purpose, with particular regard to the overall cleanliness in the toddler room.

On 30 January 2025, the provider responded to the action set. We found that the provider had completed a deep clean of the toddler room and improved the ongoing cleaning procedures, which are being closely monitored. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare action 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](#).

