

Complaint about childcare provision

Ref: 2743470/6170924

Date: 29 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 03 October 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, before/after school care and holiday provision, risk assessment, information and record keeping and information about the provider.

On 20 January 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 had reviewed their processes for collecting children from school and strengthen communication between the out-of-school club and staff at the school.

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](#).