

Complaint about childcare provision

Ref: EY553142/6404865

Date: 17 June 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 27 May 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and information and record keeping.

On 2 and 3 June 2026, we carried out regulatory telephone calls to leaders and on 12 June 2026 we carried out a regulatory visit to the setting. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 16 June 2026:

- improve the deployment of staff, to meet the needs of all children and to keep them safe

Action needed by 30 June 2026:

- provide leaders and staff with effective support and training, to ensure that they understand their roles and responsibilities

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).