

Complaint about childcare provision

Ref: EY356074/6233352

Date: 4 March 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 1 December 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, qualifications, training, support and skills, supervision of staff, staff: child ratios and safety and suitability of premises, environment and equipment.

On 3 March 2026, we carried out a regulatory visit. We found the provider was not meeting one 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 March 2026:

- ensure that at least half of staff working with children aged under two have received training that specifically addresses the care of babies.

On 23 March 2026, the provider responded to the action set. We found that the provider had ensured that the entire childcare staff team had received training specific to the care of babies. We are satisfied the provider has met the safeguarding and welfare actions 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](#).