

Complaint about childcare provision

Ref: EY346317/6258259

Date: 10 February 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 4 December 2025, we received concerns that the provider was not meeting some of these requirements regarding safety and suitability of premises, environment and equipment.

On 9 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed their risk assessments to ensure children remain safe while playing outside. During this visit it was identified that the provider had failed to notify Ofsted of safeguarding policies and procedures. However, Ofsted have been assured that the provider fully understands their responsibility to do so in the future.

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](#).