

Complaint about childcare provision

Ref: EY279611/6305966

Date: 11 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 16 February 2026, we received a notification from the provider, that they were not meeting requirements relating to concerns about staff to child ratios, safety of premises, risk assessment and changes that must be notified to Ofsted. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 3 June 2026, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements but had taken steps to address this. They have ensured that staff have completed additional training, and scenarios, about how to deploy themselves in the rooms to be alert to the whereabouts of children at all times. The provider will be able to give parents further information about this.

The provider remains 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](#).

