

## **Complaint about childcare provision**

Ref: 2545107/6278244

Date: 18 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](http://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 21 January 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 11 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting a requirement. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 19 February 2026:

- ensure staffing arrangements meet the needs of all children and ensure their safety. This includes ensuring that children are adequately supervised.

On 24 February 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action raised at their last regulatory event.

We found that the provider had improved their staffing arrangement and that all children were adequately supervised. We are satisfied the provider has met the safeguarding and welfare action 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](#).

