

Complaint about childcare provision

Ref: 2601899/6118019

Date: 8 January 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 6 August 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, key person, staff-to-child ratios, health, supporting and understanding children's behaviour, safety and suitability of premises, environment and equipment and information and record keeping. On 19 August 2025, the provider notified us about a separate matter relating to safeguarding policies and procedures. 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 a significant event.

On 7 November 2025, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved communication to ensure all staff are informed of any special dietary requirements, including food allergies and intolerances that children have. The provider has improved arrangements at mealtimes to ensure staff involved in preparing and serving food follow any special health and dietary requirements. The provider has also provided additional staff training to raise staff knowledge and understanding of allergens. This helps to ensure staff follow safer eating requirements and are able to respond effectively in an emergency situation.

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.