

## **Complaint about childcare provision**

Ref: 2671603/6291494

Date: 17 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, paediatric first aid and qualification, training, support and skills.

On 11 February 2026 we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 2 March 2026

- ensure all records particularly staff supervisions and Paediatric First Aid (PFA) certificates are stored securely and are easily accessible to those with a professional need to access them.

We will monitor the provider's response to ensure the action is successfully completed.

On 27 February 2026, the provider responded to the action/s set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).

