

Complaint about childcare provision

Ref: 199369/6368776

Date: 20 May 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 the 17 April 2026 the provider notified us about matters relating to accident and Injury. 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 any significant event that may affect the suitability of the early years provider to look after children.

On 20 May 2026, we carried out a regulatory telephone call. We found the provider was not meeting some requirements and had taken action to put this right. The provider had reviewed their accident and injury policies and procedures and further strengthened this. The provider had ensured that staff fully understand their roles and responsibilities for fully assessing possible injuries following any accident and ensuring these are recorded in a timely manner and shared with parents. 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](#).