

Complaint about childcare provision

Ref: 2565615/6219218

Date: 20 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 20 November 2025, we received concerns that the provider was not meeting requirements relating to concerns about staff:child ratios, key person, medicines, and accident or injury.

On 13 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 27 January 2026:

- ensure accurate written records are maintained for all accidents or injuries, including any first aid treatment given, and parents and/or carers are informed on the same day, or as soon as reasonably practicable.

On 18 February 2026, the provider responded to the action set. We found that the provider had reviewed their accident or injury procedures and had shared these with staff. 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](#).

