

Complaint about childcare provision

Ref: 2660092/6287294

Date: 30 April 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 29 January 2026, we received concerns that the provider was not meeting requirements relating to accident or injury. On 30 January 2026, the provider notified us about matters relating to the same requirements.

On 26 March 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 1 May 2026:

- improve the knowledge and understanding of staff in relation to the safer eating requirements so that all food is prepared in a way to prevent choking.

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

On 20 April 2026, the provider responded to the action set. We found that the provider had improved the knowledge and understanding of staff in relation to the safer eating requirements. Staff have received further training to ensure they know how to prepare food safely. Safer food posters are displayed in rooms to remind staff how to prepare food safely and the provider is monitoring this to ensure staff knowledge is kept up to date. 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.