

Complaint about childcare provision

Ref: EY551363/6358751

Date: 4 June 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 4 March 2026, we received concerns that the provider was not meeting requirements relating to, concerns about children's safety and welfare, suitable people, staff: child ratios, qualifications, training, support and skills, safeguarding training, key person, safety and suitability of premises, environment and equipment, and information and record keeping.

On 3 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 11 June 2026:

- ensure staff identify and minimise hazards to children, with particular regards to fire evacuation routes
- keep a written record of all complaints.

On 12 June 2026, the provider responded to the actions set. Leaders have provided staff with training on risk assessment procedures and have removed all hazards from the fire evacuation routes. The fire exits have been cleared to provide easy access out of the building should an emergency arise. Leaders continue to monitor the risk assessment procedures daily, to ensure that they are being implemented effectively. Furthermore, leaders have improved their understanding of when to record complaints. They have logged any outstanding complaints, and their outcome. 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](#).