

Complaint about childcare provision

Ref: 2754473/6309645

Date: 10 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 19 March 2026, the provider notified us about matters relating to staff: child ratios, supporting and understanding children's behaviour and safety and suitability of premises, environment and equipment. On 28 January 2026, the provider notified us about matters relating to supervision of staff, staff:child ratios and safety and suitability of premises, environment and equipment. The notifications mean 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 which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 7 April 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has retrained all staff on the procedures for moving between the outside and indoor environment, all staff have re-read the related policies and received additional training specific to keep children safe in different contexts. These actions help to ensure children are kept safe and well supervised at all times.

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](#).