

Complaint about childcare provision

Ref: 2628023/6261913

Date: 6 February 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 <http://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 6 January 2026, we received concerns that the provider was not meeting requirements relating to health, key person, safety and suitability of premises, environment and equipment, information and record keeping, training and skills, supervision of staff and paediatric first aid.

On 3 February 2026, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and updated policies and procedures relating to the intimate care of children and had ensured all staff understood these.

We also found that the provider was not meeting one of the other requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 18 February 2026:

- ensure that risk assessment procedures also consider specific risks to individual children, so that staff practice is informed, and children's wellbeing is maintained.

On 10 February 2026, the provider responded to the action set. We found that the provider had reviewed risk assessment procedures to ensure they reflect the specific needs of children, including sensitivities, allergies and any care requirements. Staff had also refreshed their understanding of professional curiosity, particularly when seeking clarification from parents about medical needs, allergies and the associated risks to a child. 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](#).