Complaint about childcare provision

Ref: 2821722/6278454

Date: 11 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 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 16 January 2026, we received concerns that the provider was not meeting requirements relating to health.

On 11 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has since put all staff on refresher safer eating training and checked staffs understanding and knowledge. The setting has also reviewed their procedures to ensure all staff are aware of food preferences for the children in their care. 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.