

Complaint about childcare provision

Ref: EY239643/6255772

Date: 13 January 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 27 October 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 8 January 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 23 January 2026:

ensure suitable, hygienic facilities are in place for changing children in nappies, including the provision of appropriately cleaned potties.

We will monitor the provider's response.

On 20 January 2026 the provider responded to the action set. We found that the provider has improved the facilities for changing children in nappies. In addition, they have tightened their cleaning and monitoring procedures to ensure the area remains hygienic.

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](#).

