Complaint about childcare provision

Ref: EY282318/6272382

Date: 18 May 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 12 January 2026, the provider notified us about matters relating to the requirements about suitable people, supporting children's behaviour and training, support and skills. The notification means 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 that is likely to effect the suitability of a person who cares for children.

On 22 January 2026, we also received concerns that the provider was not meeting requirements relating to training and skills, staff:child ratio's, safer eating, risk assessment and the safety and suitability of the premises.

On 15 April 2026, we carried out a regulatory visit. We found the provider was not meeting all of the requirements. We have issued an action for the provider to take:

Actions needed by 14 May 2026:

- ensure that records are consistently kept for the safe and efficient management of the setting, including a daily record of the names of children being cared for and their hours of attendance.

On 15 May 2026, the provider responded to the action set. We found that the provider had put into place suitable measures to ensure this action is met. 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.