Complaint about childcare provision

Ref: 2570956/6370419

Date: 17 August 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 21 April 2026, we received concerns that the provider was not meeting requirements relating to suitable people; supervision of staff; staff: child ratios; health; supporting and understanding children's behaviour; safety and suitability of premises, environment and equipment. On 6 and 10 July 2026 we received concerns about matters relating to the same requirements.

On 14 August 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements which related to health and had taken action to put this right. The provider updated their procedures to ensure medication is administered to children correctly. Senior staff with additional training are now responsible for administering medication to children.

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.