Complaint about childcare provision

Ref: EY537332/6364110

Date: 14 September 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 14 July 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, Staff: child ratios, before/after school care and holiday provision, supporting and understanding children's behaviour, special educational needs and safety and suitability of premises, environment and equipment.

On 10 September 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed and improved policies and practices regarding sleeping arrangements. This included, providing training for staff in safe sleep practices which helps to protect children's safety and welfare.

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.