Complaint about childcare provision

Ref: EY493595/6433926

Date: 15 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 22 and 23 June 2026, we received concerns that the provider was not meeting requirements relating to suitable people, training, support and skills, key person, health and special education needs. On 9 September 2026, we carried out a regulatory visit. We found the provider was meeting the requirements. However, there had been accident where all the appropriate procedures were followed but unfortunately, the provider failed to notify Ofsted of this accident, which is a breach of requirements. We are satisfied that this was an oversight, and the provider fully understands their legal responsibilities to notify Ofsted of any significant accident sustained to a child with 14 days. 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.