

Complaint about childcare provision

Ref: 207892/4780789

Date: 27 April 2022

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 5 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 May 2021 and 9 June 2021, we carried out regulatory visits. We found the provider was not meeting some of the requirements.

We initiated steps to cancel the provider's registration. On 21 September 2021, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we decided to proceed with cancellation. The provider appealed against our decision to cancel her registration to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. Following receipt of new information, we decided to cease taking steps to cancel the provider's registration and not defend the appeal. The provider remains registered with Ofsted.

On 18 March 2022 we received further concerns that the provider was not meeting some of these requirements.

On 25 April 2022 we carried out a regulatory telephone call. The provider acknowledged that they have failed to notify Ofsted of two significant events. This is an offence. We served the provider a warning letter. We may take this into account if she commits any offence in the future in relation to her registration, or when making a decision on whether to prosecute and/or regarding her suitability to be registered.

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](#).