

Complaint about childcare provision

Ref: 209654/6216336

Date: 2 February 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 17 November 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and suitable people.

We suspended the provider's registration on 19 November 2025, because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 15 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken some action to put this right. The provider had refreshed their training in safeguarding and behaviour management. The provider will be able to give parents further information about this.

On 19 January 2026, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to process their request to resign their registration. They are no longer a registered childcare provider.

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](#).