

Complaint about childcare provision

Ref: 2615873/5441665

Date: 18 September 2023

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 May 2023, we received concerns that the provider was not meeting some of these requirements.

We suspended the provider's registration on 17 May 2023 because we believed 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 and for other agencies to conduct necessary enquiries. 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 26 July 2023, we lifted the suspension because other agencies have concluded their enquiries and we are satisfied that there is no risk of harm to children.

On 7 September 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had not followed the correct procedures when an allegation was raised against them. They failed to notify Ofsted of such events. However, the provider has taken swift action to secure their own understanding of allegations management procedures and now has a secure understanding of their responsibilities in this regard.

The provider will be able to give parents further information about this.

We are satisfied the provider meets the safeguarding and welfare requirements. 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](#).