

## **Complaint about childcare provision**

Ref: 2682010/6080945

Date: 14 July 2025

### **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](http://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 27 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people, health and changes that must be notified to Ofsted or the relevant childminder agency.

On 9 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also suspended the providers registration and served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 21 July 2025:

- improve knowledge and understanding of safeguarding procedures to ensure you have a robust understanding of how to identify and act on concerns that may put children at risk of harm
- ensure that the premises and storage of resources are safe, hygienic and environments are suitable for children
- ensure the use of appropriate strategies to manage children's behaviour, to help them understand the potential consequences of their actions.

We will monitor the provider's response to ensure the actions are successfully completed.

We suspended the provider's registration 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.

### **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](#).