

Complaint about childcare provision

Ref: EY261327/5194927

Date: 1 April 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 June 2022, we received concerns that the provider was not meeting requirements relating to suitable person and changes that must be notified to Ofsted or the relevant childminder agency (CMA).

On 30 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider had failed to notify Ofsted of significant events which may affect the suitability of the person caring for the children. This is an offence. The provider assured us that they would inform us in future of any significant events. While we were continuing with our enquiries into the suitability of an individual, on 6 April 2023, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and supporting and understanding children's behaviour. We suspended the provider's registration on 6 April 2023, 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 4 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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 25 May 2023:

- develop a secure knowledge of appropriate safeguarding procedures to be followed

- gain more knowledge of the information required for the safe and efficient management of the provision, including any concerns parents raise and unexplained injuries to children.

On 11 May 2023, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. On 1 June 2023, we carried out a regulatory visit and found that the provider had improved their knowledge and understanding of safeguarding procedures. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).