

Complaint about childcare provision

Ref: EY267910/6444943

Date: 7 July 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 1 July 2026, the provider notified us about matters relating to suitable people, concerns about children's safety and welfare and changes that must be notified to Ofsted.

The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of any person who cares for, or is in regular contact with, children on the premises on which childminding is provided.

We also received concerns from a different source, on the same day and regarding the same matters.

On 6 July 2026, we carried out a regulatory visit. We suspended the provider's registration on 6 July 2026 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.

We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 17 July 2026:

- provide evidence that you have renewed paediatric first aid training within the last three years
- increase your knowledge and understanding of your role and responsibilities in order to comply with requirements, including your knowledge and understanding of changes and events that must be notified to Ofsted.

On 15 July 2026, the provider responded to say they were working through relevant toolkits and guidance to increase their knowledge and understanding of ongoing registration requirements and are also seeking support and guidance from the local authority.

The provider also produced evidence that they have recently completed a relevant paediatric first aid course.

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](#).