

Complaint about childcare provision

Ref: EY271859/5857740

Date: 16 May 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and concerns about children's welfare.

We suspended the provider's registration on 22 October 2024 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 24 March 2025, 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. Action needed by 21 April 2025:

- complete paediatric first-aid training.

On 23 April 2025, we found that the provider had met the action in the welfare requirements notice.

On 14 May 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. The provider has undertaken training to ensure that she meets the requirements of her role. We are satisfied that the identified risk of harm to children has been removed. 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](#).