

## **Complaint about childcare provision**

Ref: EY367858/6277842

Date: 11 May 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](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 21 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people and supporting and understanding children's behaviour.

We suspended the provider's registration on 22 January 2026 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. 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 21 April 2026, the provider notified us of their wish to resign their registration. They were still suspended at the time due to ongoing enforcement action. We accepted their resignation and they are no longer a registered childcare provider.

### **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](#).