

Complaint about childcare provision

Ref: EY398002/5708607

Date: 2 October 2024

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 16 April 2024 we received concerns that the provider was not meeting some of these requirements.

On 22 April 2024 and 12 June 2024, we carried out two regulatory visits. We found the provider was not meeting some of the requirements. We were not satisfied that the provider remained suitable to be registered.

We took steps to cancel the provider's registration. On 16 August 2024, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we did not uphold so have decided to proceed with cancellation and the provider remains registered with Ofsted.

On 16 August 2024, 10 October 2024 and 3 December 2024, we carried out three regulatory visits. We found the provider was meeting the requirements.

On 8 November 2024, the provider appealed to an independent external tribunal. Having heard the provider's reasons, we upheld the appeal. The provider remains 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](#).