

Complaint about childcare provision

Ref: EY421898/6382188

Date: 14 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 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding and suitable people. On 1 May 2026, the provider notified us about matters relating to the same requirements.

On 7 May 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration on 7 May 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.

On 23 June 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](#).