

Complaint about childcare provision

Ref: EY422904/5682577

Date: 7 January 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS). The current version is available 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 13 March 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

We suspended the provider's registration on 13 March 2024 because we believed that 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 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 25 March 2024, the provider notified us about matters relating to the same requirement. The notification means that the provider met their legal responsibility as set out in the EYFS to notify Ofsted of a significant event which is likely to affect the suitability of the provider to look after children.

The suspension was lifted on 31 May 2024. The provider did not appeal this period of suspension. A suspension was imposed on 19 July 2024 after further information was shared with Ofsted.

On 22 August 2024, 1 October 2024, 14 November 2024, 23 December 2024 and 5 February 2025, the provider appealed the decision to suspend registration to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. The Tribunal did not uphold the appeals; the provider remained suspended.

During the suspension, the provider shared information about the steps they were taking to make improvements and to meet requirements. However, we determined that the steps taken were insufficient to meet the requirements of the EYFS. Therefore on 10 September 2024, we took steps to cancel their registration. The provider exercised their right to object to our intention to take these steps. Having heard the provider's reasons for objecting to this step, we did not uphold the objection, and decided to proceed with cancellation.

On 20 October 2025, the provider appealed the cancellation to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal and it did not uphold the

appeal. The provider's registration is therefore cancelled.

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](#).