

Complaint about childcare provision

Ref: EY442806/5958834

Date: 7 March 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 13 February 2025, we received concerns that the provider was not meeting requirements relating to understanding children's behaviour.

We suspended the provider's registration on 13 February 2025, 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 27 February 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.

Actions needed by 28 March 2025:

- ensure that people whose suitability has not been checked, do not have unsupervised contact with children
- improve knowledge and understanding of safeguarding policy and procedures including the roles and responsibilities of other professionals that may be involved in safeguarding children
- ensure that children's behaviour is supported, understood, and managed in an appropriate way.

We will monitor the provider's response to ensure the actions are successfully completed.

On 27 February 2025, we lifted the suspension because we found that the risk of harm was sufficiently reduced to enable the suspension to be lifted. 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](#).