

## **Complaint about childcare provision**

Ref: 2591979/5045686

Date: 22 February 2022

### **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 20 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 3 February 2022, we carried out a regulatory telephone call and requested more information. The provider had been offering unregistered childcare for a short period. The provider has resigned their registration as they have subsequently finalised a new registration on new premises.

The provider has re-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](#).