

## **Complaint about childcare provision**

Ref: EY543515/5145717

Date: 4 July 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](https://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 27 April 2022, we received concerns that this provider was not meeting some of these requirements.

On 11 May 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration 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 had a right to appeal against the 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.

The provider will be able to give parents further information about this.

We took steps to cancel the provider's registration. The provider did not object to this step. 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](#).