

## **Complaint about childcare provision**

Ref: EY376461/5152361

Date: 2 August 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 5 May 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of the concerns. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

We suspended the provider's registration on 10 May 2022, 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. 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 25 May 2022, the provider appealed to the decision to suspend registration. The appeal was heard by the Health, Education and Social Care First-tier Tribunal and was dismissed, the suspension remained in place. This meant the provider could not provide childcare for which registration was required while the suspension was in place and may commit an offence if they did so.

On 24 June 2022, we carried out a regulatory monitoring visit. We found that the provider was complying with the suspension and was introducing revised procedures to improve safeguarding practice.

On the 20 July 2022, we conducted a telephone interview with the provider. We found that the provider had taken appropriate action to comply with requirements of registration. They had reviewed their policy and procedure for safeguarding, staff also refreshed their knowledge and understanding of all the setting's policies and procedures.

On 25 July 2022 we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children had been removed.

The provider will be able to give parents further information about this. 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](#).