

Complaint about childcare provision

Ref: 155029/5309603

Date: 16 February 2023

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 21 November 2022, we received concerns that the provider might not be meeting some of these requirements.

On 22 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had failed to follow safeguarding processes, including notifying the relevant agencies about matters affecting the suitability of adults living and/or working at the premises in a timely manner. The provider will be able to give parents further information about this.

We suspended the provider's registration on 24 November 2022 because we believed children may be at risk of harm. The purpose of this suspension was to allow time for the circumstances to be investigated and for steps to be taken to reduce or eliminate the risk of harm. The provider had a right to appeal against the suspension. The provider could not provide childcare for which registration is required while a suspension is in place and may have committed an offence if they did so.

On 15 February 2023, we concluded that the provider was no longer suitable to remain registered as a childcare provider. We commenced steps to cancel their registration and issued a notice of intention to the provider about this. The provider had a right to appeal against our intention to take these steps.

On the 23 February 2023, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. Because the provider has chosen to resign, we are no longer taking steps to cancel their registration.

They are no longer a registered childcare provider 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](#).