

## **Complaint about childcare provision**

Ref: EY493978/5330068

Date: 18 April 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](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 16 December 2022, we received concerns that the provider was not meeting some of the safeguarding and welfare 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 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.

Following further enquiries, on 24 March 2023, we issued a notice of intention to cancel the provider's registration because we believe them to be no longer suitable to be registered. On 18 April 2023, we issued a notice of decision to cancel the provider's registration. The provider's registration is now cancelled. They are no longer 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](#).