

## **Complaint about childcare provision**

Ref: 133393/5491675

Date: 11 August 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 17 July 2023, Ofsted received information of a significant event. We suspended the provider's registration on 18 July 2023 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.

On 4 August 2023, 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 has been removed.

On 08 August 2023, we carried out a regulatory visit. We found that there had been a breaches of the requirements following a significant event being raised to Ofsted. We were satisfied that the provider had taken immediate steps to address these breaches of requirements through conducting an investigation and by updating their policies and procedures to ensure they are robust.

We are satisfied that the provider has taken appropriate action to meet the requirements. 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](#).