

Complaint about childcare provision

Ref: 2601039/5492113

Date: 21 August 2023

Summary of outcome

Provider's registered on the voluntary parts of the Childcare Register must meet the legal requirements These can be found here: <https://www.gov.uk/guidance/daycare-providers-on-the-voluntary-childcare-register-ofsted-requirements>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 July 2023, we received concerns that the provider was not meeting some of these requirements. We suspended the provider's registration on 20 July 2023, 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 3 August 2023, we carried out a regulatory visit and found the provider was not meeting some of the requirements. We have issued actions for the provider to:

- ensure at least one person working directly with children holds an appropriate first aid qualification.

On 7 August 2023, we lifted the suspension because we found that the grounds for suspension no longer applied. The information we received was unfounded and the children were not at risk of harm. We have also received a satisfactory response to the action raised as the provider has now obtained a full paediatric first aid qualification. 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](#).