

## **Complaint about childcare provision**

Ref: EY471081/5644771

Date: 5 February 2024

### **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 26 January 2024 and 30 January 2024, we received concerns that the provider was not meeting some of these requirements.

We carried out a regulatory visit to the setting on 31 January 2024, and held a telephone regulatory call with the provider on 1 February 2024. We found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. We also found the provider was not meeting some of the safeguarding and welfare requirements.

We suspended the provider's registration on 2 February 2024 because we believed children may have been 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 had a right to appeal against the suspension.

On Monday 5 February the provider confirmed their decision to resign the registration of this setting. The provider is 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](#).