

Complaint about childcare provision

Ref: 2806933/6371398

Date: 8 June 2026

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 23 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing and concerns about children's safety and welfare. On 23 April 2026, the provider notified us about matters relating to the same requirements.

On 28 May 2026 we received additional information. We suspended the provider's registration on 29 May 2026 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 2 June 2026, we carried out a regulatory visit. We found the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, child absences, suitable people, references, safeguarding training, supervision of staff, supporting and understanding children's behaviour, information and record keeping. The provider will be able to give parents further information about this.

On 8 June 2026, the provider notified us of their wish to resign their registration. At that time they remained suspended. We subsequently accepted their resignation and they are no longer a registered childcare provider.

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](#).