

Complaint about childcare provision

EY463846/C267942

Date: 18/02/2016

Summary of complaint

We received a complaint that raised concerns regarding the provider's awareness and responsibility to notify Ofsted of significant events and about confidentiality of information held within the setting. We needed to investigate to assess whether the provider continued to meet the Early Years Foundation Stage, particularly in relation to safeguarding and welfare requirements 'Information and records' and 'Changes that must be notified to Ofsted'. We visited the provider and found that they had failed to follow the setting's procedures to notify Ofsted and some confidential information had been discussed outside of the setting. We issued a warning letter in relation to notifying Ofsted and a notice to improve that required the provider to take action to meet requirements in relation to confidentiality. The provider updated their procedures and ensured all staff were fully informed. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)