

Complaint about childcare provision

Ref: EY498674/4000954

Date: 18 September 2018

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 21 August 2018 we received concerns that this provider was not meeting some of these requirements. We found that the provider had already taken action to address a breach in respect of information and records.

Action taken:

The provider has strengthened their compliance with Data Protection legislation by implementing changes to parental consent paperwork, to specifically include the date that consent is provided.

The provider will be able to give parents further information about this. 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](#).