

Complaint about childcare provision

Ref: EY371758/4539875

Date: 11 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 July 2020 we received concerns that this provider was not meeting some of these requirements.

On 7 September 2020 we carried out a regulatory visit. We found that the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 25 September 2020:

ensure information relating to a child is appropriately shared to maintain confidentiality is at all times.

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.](#)