

## **Complaint about childcare provision**

Ref: 2596326/4845045

Date: 22 September 2021

### **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 19 July 2021, we received concerns that the provider was not meeting some of the requirements.

On 23 July 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 10 September:

- ensure confidential information and records are held securely in line with the Data Protection Act 2018, and only available to those who have a right to see them
- ensure that all staff understand the need to protect the privacy of the children in their care as well as the legal requirements to ensure that information and records relating to the child are handled carefully to maintain confidentiality.

On 10 September 2021, the provider responded to the actions set. We found that the provider took steps to ensure that confidential information and records are kept securely in line with the Data Protection Act 2018. All staff received training to help them understand their responsibilities how to handle records with confidentiality to protect the privacy of the children in their care.

We are satisfied the provider has met the actions raised. The provider is still 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](#).