

## **Complaint about childcare provision**

Ref: EY390774/4945881

Date: 13 January 2022

### **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 3 November 2021 we received concerns that this provider was not meeting some of these requirements. On 7 and 12 January 2022, we carried out regulatory telephone calls. We found that the provider was not meeting one of the requirements. We have issued an action for the provider to complete. This requires the provider to take action within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 28 January 2022:

- ensure all staff understand how to maintain confidentiality particularly in relation to photographs of children.

On 14 January 2022, the provider responded to the action set. We found that the provider had improved the procedures for ensuring the staffs awareness of how to maintain confidentiality in relation to photographs of children. We are satisfied that the provider has met the safeguarding and welfare action 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](#).