

## **Complaint about childcare provision**

Ref: EY221690/4990383

Date: 20 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 14 December 2021, we received concerns about an incident whereby a child had got a foreign object stuck up their nose. The provider also notified us of this information. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. On 16 December 2021, 6 January 2022, 11 January 2022 and 19 January 2022, we carried out regulatory telephone calls to the provider. We found that the provider had completed a full investigation of the incident and taken appropriate action following its outcome. The provider has also taken action to reduce the risk of a similar incident happening again. Ofsted is satisfied with the action taken.

On 12 January 2022, we received concerns about a data breach. On 19 January 2022 we carried out a regulatory telephone call to the provider. We found that the provider acknowledged the error and breach of confidentiality. The provider has taken action to reduce the risk of this happening again. Ofsted is satisfied with the action taken.

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