

Complaint about childcare provision

Ref: EY546096/5092296

Date: 18 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 March 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have 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 1 April 2022:

- improve the arrangements for the storage and handling of confidential information and records about children so that it is stored securely and is only accessible to those who have a right to see it in order to ensure confidentiality at all times

We will monitor the provider's response to ensure the action is successfully completed.

On 23 March 2022, the provider responded to the action set. We found that the provider has taken appropriate action to ensure that the storage and handling of information and records ensures confidentiality. We are satisfied 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.