

## **Complaint about childcare provision**

Ref: 124902/5292559

Date: 8 December 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2).

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

On 1 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 December 2022, the provider responded to the action set. We found the provider had improved the systems for holding confidential information in a secure manner, and limiting accessibility to only those who have the right and professional need to see them.

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](#).