

Complaint about childcare provision

Ref: EY348872/5421036

Date: 9 May 2023

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 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 April 2023, 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.

Action needed by 2 May 2023:

- ensure that confidential information about staff is only made available to those who have a right or professional need to see this.

On 1 May 2023, the provider responded to the action set. This confirmed that the setting was now adhering to its GDPR policy and seeking permission from staff before disclosing specific information to parents.

We are satisfied the provider has met the action raised.

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