

Complaint about childcare provision

Ref: 2671598/5473590

Date: 30 August 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 23 and 26 June 2023 we received concerns that the provider was not meeting some of these requirements.

On 16 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider acknowledged that there had been a breach of confidential information through social media. However, the provider was able to explain what swift and appropriate steps they had taken as a result. They explained how the policies, procedures, and processes with regard to information and data and, the use of social media, have been reviewed and amended.

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](#).