

Complaint about childcare provision

Ref: EY295272/6306561

Date: 6 March 2026

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 27 January 2026, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 3 March 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 20 March 2026:

- obtain and share relevant information with parents and carers, and other professionals working with the child, as appropriate, to ensure that children's needs are met

- ensure that any information relating to a child is only shared with those who have a right or professional need to know to protect children's privacy.

On 10 March 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of data protection and information sharing and now fully understands their responsibilities. 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](#).