

Complaint about childcare provision

Ref: EY548527/6093960

Date: 3 September 2025

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage' (EYFS), 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 6 July 2025 we received concerns that this provider might not be meeting some of these requirements. We were told that an individual's personal information had not been handled appropriately. This is a breach of the EYFS at point 3.90 Other Legal Duties.

We reviewed all the information from the Information Commissioner's Office (ICO) and reviewed the setting's updated information for parents. We also spoke to management. We found that no personal information had been shared outside the company. We also found that the provider had acted on the guidance issued by the Information Commissioner's Office. For example, the setting made sure that their relationship with the parent company was now clearer for all parties and that only recognised email addresses would be used.

We were satisfied with the action that the provider had already taken to ensure that they were compliant with the Data collection regulations and that no further action was required. The provider remains registered.

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](#).