

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL144
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Name of Service:	Linda's Creche & Montessori School
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Address of Service:	St. Joseph's, Beaverstown Road, Donabate, Co. Dublin
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Eircode:	K36 PX40
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Name of Registered Provider:	Linda Behan
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Service type:	Full Day, Sessional
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Date of Inspection:	13/09/2023
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No of pre-school children:	AM	25	PM	19
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Address of the Early Years Inspectorate:	Early Years Inspectorate, 181-189 Lakeshore Drive, Airside Business Park, Swords, Co. Dublin K67 Y5C6.
Inspection undertaken by:	S Taaffe and S Cully
Title:	Early Years Inspectors

Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

Conditions if applicable	Not Applicable
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Description of service

Linda's Creche & Montessori School is a family-run early years service, operated by the registered provider and two close family members and a team of staff, conducted from a purpose-built premises adjoining the registered provider's and co-owner's family home. The service accommodates pre-school children from 1-6 years of age on a full day care and sessional basis. School aged children up to 12 years of age are also catered for in the service. The service operates from 8.00am to 6.00pm daily. Eligible children participate in the Early Childhood Care and Education scheme (ECCE) from 9.00am to 12.00 midday from Monday to Friday.

Staffing

The registered provider and a team of 7 staff members provide direct care to pre-school children attending the service. An additional staff member is allocated to care for school aged children in the service and also provides assistance stocking the care rooms and sanitary areas when needed. All staff who provide direct care to pre-school children hold a relevant qualification in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance/ health, welfare and development of child/ safety.

A sampling process was used to assess compliance under Regulation 15 - Record of preschool child.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Additional Information

This unannounced inspection was carried out in response to a concern received by the Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, co-owner, person in charge, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
- (b) consideration of references from reputable sources in the case of a person who has no past employers,
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;

Compliance Information

(1)(a) The service manager was the designated person in charge of the service and there was a named person available to deputise when required.

(b) The service manager and the registered provider were present in the service when the inspectors arrived, and both were present in the service for the duration of the inspection.

On the day of inspection, a total of 8 staff files and the registered provider's file were reviewed.

(2)(a) &(b)

- Two written and validated references were available for 6 staff members and the registered provider.
- One written and validated reference was on file for 1 staff member.
- Two written references were on file for 1 staff member.

(c) Garda vetting disclosures were available for the registered provider and the 8 staff members whose files were reviewed.

(4) Seven staff members and the registered provider whose files were reviewed and who work directly with children in the service held appropriate childcare qualifications on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent. The remaining staff member did not hold a recognised childcare qualification; however, the person in charge confirmed that this staff member works directly with school age children. This was further evidenced on the staff roster.

(7)(a) Written records were provided for inspection with details of monthly staff meetings held in the service where practice issues and various policies and procedures were included as agenda items. A small number of staff supervision records were maintained on the premises. The service manager informed the inspectors that, in addition to occasional formal staff appraisals, staff support and supervision was provided informally to all staff members on an on-going basis in respect of care practices, play environments and professional development.

Non-Compliance Information

(2)(a)&(b)

1. Two references available for 1 staff member had not been validated.
2. A second written and validated reference was not available for 1 staff member.

(d) One staff member did not have international police vetting available from a country outside of the Irish jurisdiction that they had resided in as an adult for a period of longer than 6 consecutive months as documented in their curriculum vitae.

(7)(a)

1. It was not evident in the documentation reviewed that the registered provider had ensured that all staff members were provided with relevant information and training when commencing employment in the service in relation to the service's policies and procedures. This was evidenced in a number of incomplete induction records maintained for staff members. For example, one staff member documented on her induction record on 29/03/2019 that she had not read the service's policies and procedures whilst there was no information recorded on the induction record template filed for another staff member apart from her name but neither of these documents had subsequently been updated. Furthermore, another staff member who had commenced employment in the service five days in advance of the inspection confirmed with the inspector that she had not been provided with the appropriate information including policies and procedures prior to working with the children. In the absence of induction, the staff member was reading a selection of policies for 1 hour each day.
2. When asked by the inspectors to detail how children were supported to regulate their emotions and their behavioural responses in the service, some staff members did not demonstrate sound knowledge of the strategies detailed in the service's behaviour management policy which included six steps to conflict resolution. It is acknowledged that, prior to the inspection, the registered provider had made arrangements for an external specialist training company to provide further training entitled 'positive behaviour' for all staff in the service, scheduled to take place on 02/10/2023.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following corrective actions and preventive actions have been undertaken:

Corrective Action

(2)(a)&(b)

1. Two relevant references have been validated.
2. Second written and validated reference is now available.

(d) A copy of the staff members international police vetting is now on file.

(7)(a)

1. All staff have gone through the process of re-induction and it has been documented and placed on each of their files.
2. A course on behaviour management has been completed by each staff member. A review of all induction questions will be done at staff meetings every six months. Using the Inspectorate's sample policy, the service policy has been changed to reflect and clarify "*what would constitute dangerous/serious behaviour*".

Preventive Action

(2)(a)&(b)

In future the validation of references will be done before staff commence work.

(d)

In future international police vetting will be sought and kept on staff file if its required.

(7)(a)

1. If any of the answers are "No" on the re-induction forms, a follow up will be done in two weeks and repeated until form is complete.
2. The policy will be discussed in detail at next staff meeting. Staff input in polices is very important and any additional information will be added to the policy.

Supporting documentation submitted

- Copies of the outstanding written, validated references.
- A copy of the required international police vetting.
- Details of induction topics provided to all staff members, including policies and procedures; materials and equipment; working with parents, colleagues and children; and child protection.
- Signatures from registered provider and all staff members confirming all adults in the service had availed of the induction update.
- Certificates for the registered provider and all staff members in relation to training undertaken on the subject of supporting positive behaviour.

Summary Comment

The inspectors reviewed the corrective actions and supporting documentation submitted by the registered provider after the inspection.

The registered provider demonstrated that the non-compliances identified under Regulation 9(2)(a)(b)(d) and 9(7)(a) have been adequately addressed.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

(8) Without prejudice to paragraphs (2) to (7)-

(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,

Compliance Information

(1) On the day of inspection there was an adequate number of staff members working directly with the children attending the service.

(2) The adult to child ratios were correct at 9.35am when the inspectors arrived unannounced to the service and remained so throughout the inspection.

The following adult to child ratios were observed during the inspection:

- In the Wobbler Room there were 5 children aged from 12 months to 1 year 8 months being cared for by 2 staff members.
- In the Toddler Room there were 5 children (of whom 2 children were aged 1 year 8 months to 1 year 11 months and 3 children who were aged 2 years 5 months to 2 years 7 months) being cared for by 1 staff member.

- In the Pre-Montessori Room there were 7 children aged 2 years 6 months to 3 years 1 month being cared for by 2 staff members.
- In the Montessori Room there were 8 children aged 3 years 10 months to 4 years 5 months being cared for by 1 staff member.

The registered provider, service manager and co-owner were available to provide break cover and support in the care rooms when required. An additional staff member who was present on the day of the inspection was scheduled on the roster from 1.00 – 6.00pm daily and was allocated to care for the school aged children in the service.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, verified by staff rosters and staff attendance records maintained at the service.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Compliance Information

(1) A sampling process was used in relation to the children's records. Eleven sampled registration forms were found to be appropriately completed with the required information as specified in sub-sections (a) to (i) in this regulation.

Non-Compliance Information

(1) A registration form was not available for 1 child who was present in the service on the day of inspection. Therefore, the service did not have sufficient documented details available for this child including a record of the person(s) authorised to collect the child from the service, information as to whether the child had allergies or not or written parental consent for the child to avail of medical treatment in the event of an emergency.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following corrective actions and preventive actions have been undertaken:

Corrective Action

(1) The child's registration form is now on file.

Preventive Action

(1) Ensure that all child registration forms are on file two weeks before child commences in the crèche.

Supporting documentation submitted

- Copy of the relevant child's registration form.

Summary Comment

The inspectors reviewed the corrective actions and supporting documentation submitted by the registered provider after the inspection.

The registered provider demonstrated that the non-compliance identified under Regulation 15(1) has been adequately addressed.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

The following examples demonstrate how each child's learning, development and well-being was observed being facilitated during the inspection:

Basic needs:

- The children's independence was encouraged. For example, children who were able fed themselves, used the toilet independently, and some children put on and took off their own clothing. The children who were not yet toilet trained had their nappies changed regularly and as often as was required. Staff members promptly responded when children needed assistance. The children were praised by the staff members for their involvement in activities and on completion of tasks. The staff were observed to build the children's confidence by their support and encouragement especially when the children were developing new skills.
- Breakfast was available for children to have in the service up until 8.40am, if required. Dinners were cooked by the co-owner on the premises on a daily basis and a 5-week dinner menu was on display. Fish pasta bake with hake and smoked cod was served on the day of inspection. With the exception of breakfast and dinner, all other food eaten by the children in the service was provided by parents or guardians. Children were observed eating healthy foods provided from home for the morning snack and again for afternoon tea, including a range of chopped fruit and vegetables, pasta and pesto, cheese, yogurts, sandwiches, wraps and rice cakes. The children's water bottles were accessible during the day and these were placed beside the children on their tables when eating. The children were given sufficient time to relax and enjoy their meals.

- Staff informed the inspectors that the sleep needs of the children in the Wobbler Room were generally met in line with their home routine but that these children would be facilitated to sleep when they showed signs of tiredness outside of their normal routine, if required. The children from the Toddler Room who still availed of a daytime nap were placed to sleep for a scheduled period of rest after dinner on sleep mats set up on the larger sleep room floor.

Supporting relationships:

- The registered provider and staff members communicated positively with the children in their care during the inspection as evidenced by their warm interactions with the children using their names, speaking to children at their level using soft tones of voice, and listening and responding to what the children were asking or telling them.
- The children were prepared for transitions by verbal signposting and describing what was coming next.
- The staff members in the Wobbler Room were familiar with the individual needs and preferences of the five children who were present in this room on the day of inspection, all of whom had commenced attending the service within the previous month. The children in turn seemed relaxed with each other and with the staff members, seeking them out to support their play and to resolve any difficulties encountered.
- Parents and guardians were provided with the opportunity to exchange information with the staff members about their children at drop-off and collection.

Physical and material environment:

- The play resources available to the children in the four care rooms were accessible and stored on low level shelving which allowed the children to select and replace items and materials of interest.
- The care rooms were laid out in a variety of interest areas, including home corners, construction areas, arts and crafts stations and library areas.
- Apart from the non-compliance detailed below the interest areas were suitably equipped with a range of supportive play resources and materials to invite children's interest and support play experiences.
- Outdoor play was facilitated in enclosed outdoor play areas located to the side and rear of the service, with three distinct areas established, each of which were covered in impact-absorbent material. A range of play materials was provided to support the children to engage in movement and active play outdoors, including a selection of ride on toys, fixed spring rocking toys, slides, a plastic climbing frame, plastic playhouses, tables and seating.

The play materials were tailored to the age range of the children accessing the specific areas. A further outdoor area play area called 'Linda's Montessori Garden' was also provided on the premises located in a spacious enclosed section of the registered provider's and co-owner's garden and accessed through a gate from the service's adjoining outdoor play area. A wooden garden shed was set up with a broad range of play resources including art supplies, jigsaws, books, cars, trucks, bricks, dolls, dolls houses and furniture. A large sand pit, a water wall and raised planting beds were also available for the children in this outdoor area. All children present on the day of inspection engaged in outdoor play.

Non-Compliance Information

(1)(a)

1. A suitable comfortable rest area was not available in the Toddler Room should a child need to rest or take a break from activities during the day as there were no floor mats or cushions provided in this room.
2. A wooden play kitchen was available in the Toddler Room but there was no supportive play materials provided such as pots, pans, cutlery, crockery, play food or real life packaging. This did not support the children in initiating and sustaining meaningful role play activities.

(3)

3. In discussion with the inspectors some staff members reported that, in the event of conflict occurring between the children or if a child does not comply with a request from a staff member to cease an activity or behaviour, a child could be asked to sit on a chair in the care room to think about their actions, or until they were ready to say sorry. The service's behaviour management policy stated that *'if a child's behaviour is considered dangerous to themselves or others a staff member will carefully remove either the child or the other children from the room. This is in order to protect everyone using the service. The child will be given time to become calm and a staff member will help guide them with their behaviour.'* Within the policy, there was no definition or explanation of what would constitute 'dangerous behaviour' on behalf of a pre-school child. These behaviour management strategies, not observed on the day of inspection, could be experienced as isolating and exclusionary for a pre-school child and are therefore not acceptable. It is acknowledged that the registered provider and all staff members were observed engaging positively and respectfully with the children in their care throughout the inspection.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following corrective actions and preventive actions have been undertaken:

Corrective Action

(1)(a)

1. A comfortable mat has been placed in the Toddler Room for the children to rest, relax and read.
2. The wooden kitchen area has now been furnished with pots, pans, cutlery, coffee pot, play food etc.

(3)

3. A course on behaviour management has been completed by each staff member. Using the Inspectorate's sample policy, the registered provider changed the policy to reflect and clarify "*what would constitute dangerous/serious behaviour*".

Preventive Action

(1)(a)

1. Ensure there is a comfortable area at all times for the children to rest throughout the day.
2. Ensure kitchen has equipment at all times. Do regular checks and replace and replenish when needed.

(3)

3. The policy will be discussed in detail at next staff meeting. Staff input in policies is very important and any additional information will be added to the policy. The policy will be reviewed every 6 months.

Supporting documentation submitted

- Photographs of comfortable rest areas established in the service.
- Photographs of well-resourced home areas.
- Copy of the service's revised policy for supporting positive behaviour.
- Details of a staff meeting which took place on 17/10/2023 with the amended supporting positive behaviour policy listed as an agenda item.

Summary Comment

The inspectors reviewed the corrective actions and supporting documentation submitted by the registered provider after the inspection.

The registered provider demonstrated that the non-compliances identified under Regulation 19(1)(a) and 19(3) have been adequately addressed.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

- The water temperature at the hot taps in the sanitary accommodation and the low level sinks in the care rooms did not exceed the recommended maximum water temperature of 43°C. This reduced the risk of scalding for the children in attendance.
- The kitchen was inaccessible to children at all times during the inspection.
- Emergency exits were unobstructed.

Infection Control:

- Liquid soap and paper hand towels were provided to support effective hand hygiene in the sanitary accommodation and at the wash hand basins in the care rooms in the service.
- The children were facilitated to wash their hands before eating, after using the toilet, after nappy changing and following messy play and outdoor play.
- The children's morning and afternoon snacks, supplied from home, were refrigerated on arrival to the service which reduced the risk of bacteria growth in perishable food items.
- Soothers were stored in individually labelled containers when not in use. The soothers and also mouthed toys were segregated after use and subsequently washed on a hot cycle in the dish washer on a daily basis.
- The premises, play equipment and materials were in a clean and hygienic condition. Up-to-date cleaning schedules were on display in the service.
- Appropriate disposable gloves and aprons were available and observed being worn for each individual nappy change.

Administration of Medication:

- Temperature-reducing medication was stored out of the reach of children. No child was observed having medication administered on the day of inspection.

Safe Sleep:

- All children aged less than 2 years slept in a standard cot on the day of inspection.
- Ten-minute sleep check observations were performed and documented on all sleeping children, noting each child's colour, position and breathing pattern at the time of each check.

- The temperature in the two sleep rooms was monitored and maintained within 18-22°C, the safe sleep temperature range for sleeping children aged 1 year or older.

Non-Compliance Information

General Safety:

- A container with two effervescent multi-vitamin tablets and a cleaning spray were stored on shelving which was within the reach of children in the Montessori Room. This posed a risk that the children could ingest the tablets or gain access to the toxic cleaning materials.

Infection Control:

- The nappy changing mat had a cracked edge leaving foam exposed which was an infection control hazard as the mat could not be thoroughly cleaned.

Safe Sleep:

- A staff member did not remain in the sleep room at all times when children were sleeping on floor mats. This posed a risk that children who were awake could leave their mats unsupervised and climb, trip, fall, disrupt the sleep of or cause harm to another child.

Action submitted by the Registered Provider

The registered provider stated the following corrective actions and preventive actions have been undertaken:

Corrective Action

General Safety:

- Both the effervescent multi-vitamin and cleaning spray were removed. An area out of reach of the children has been designated for cleaning materials. It was discussed with all the staff the importance of keeping all dangerous substances out of reach of children.

Infection Control:

- The nappy changing mat has been replaced.

Safe Sleep:

- All children on sleep mats are over the age of 2 years. A staff member remains in the room for the duration of sleep time. Staff have signed to confirm that they have received and understand the update. Also, normal physical checks are done and documented every 10 minutes on children's colour, breathing and position.

Preventive Action

General Safety:

1. Add ensuring that dangerous substances are kept out of children's reach to daily checklist.

Infection Control:

2. Regular checks of changing mat, add to daily check list.

Safe Sleep:

3. This addition has been put in safe sleep policy.

Supporting documentation submitted

- Copy of the service's revised daily checklist.
- Photograph showing cleaning agents on high shelving out of children's reach.
- Photograph of a new nappy changing mat in the service.
- Copy of the service's revised safe sleep policy and staff signatures confirming they had read the document.

Summary Comment

The inspectors reviewed the corrective actions and supporting documentation submitted by the registered provider after the inspection.

The registered provider demonstrated that the non-compliances identified under Regulation 23 have been adequately addressed.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (b) safe and secure,*
- (d) cleaned, maintained and repaired, as required,*

Compliance Information

(b) The external gates and doors were appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the service. A digital keypad lock was in place on the main entrance gate leading into the service to restrict access and maintain security in the service. A magnetic gate release button positioned at a high level out of the reach of children was required to be activated to facilitate adults to exit the service. The outdoor play areas were fully enclosed by walls, gates and high-level fencing.

Non-Compliance Information

The registered provider stated the following corrective actions and preventive actions have been undertaken:

(d) A floor tile located in the doorway leading from the Wobbler Room to the adjoining corridor was broken leaving the underlying exposed concrete floor surface in a defective condition. This posed a trip hazard and also the area could not be properly cleaned.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(d) The floor tile has been fixed.

Preventive Action

(d) Do general checks throughout the year.

Supporting documentation submitted

- Photograph of the repaired floor.

Summary Comment

The inspectors reviewed the corrective actions and supporting documentation submitted by the registered provider after the inspection.

The registered provider demonstrated that the non-compliance identified under Regulation 29(d) has been adequately addressed.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-*
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
 - (b) the manner in which such a complaint shall be dealt with, and*
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*
- (2) A registered provider shall ensure that-*
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and*
 - (b) the complaint is duly dealt with in accordance with the provider’s complaints policy.*
- (4) A registered provider shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.*

Compliance Information

- (1)(a)(b)(c) The service’s complaints policy provided details of the procedures to follow if a person is making a complaint, how complaints are managed and measures in place to keep the complainant informed.
- (2)(a)(b) and (4) There were no records of previous complaints maintained in the service and the inspectors were informed that no complaints had been made to the service for the past 6 years.