

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2019DL003
--------------------------	-------------

<b>Name of Service:</b>	Cloghan Childcare Centre, Curam Leanai an Chlochán
-------------------------	--

<b>Address of Service:</b>	An Clochan, Leifear, Co. Donegal
----------------------------	----------------------------------

<b>Eircode:</b>	F93 K028
-----------------	----------

<b>Name of Registered Provider:</b>	Gwendoline Furey
-------------------------------------	------------------

<b>Service type:</b>	Full Day
----------------------	----------

<b>Date 1 of Inspection:</b>	29/09/2025
------------------------------	------------

<b>Date 2 of Inspection:</b>	30/09/2025
------------------------------	------------

<b>No of pre-school children: Day 1</b>	AM	43	PM	29
<b>Day 2</b>	AM	31	PM	31

<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, TUSLA Child & Family Agency, Markievicz House, Barrack St, Sligo, F91 XC84
<b>Inspection undertaken by:</b>	S. Killeen
<b>Title:</b>	Early Years Inspector

### 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).

<b>Conditions if applicable</b>	Not Applicable.
---------------------------------	-----------------

### Description of service

This rural service is based in the village of Cloghan, near the town of Ballybofey, Co. Donegal. The service comprises of two playrooms namely – daisy room and sunflower room, which are in two prefabricated units. The premises has a kitchen on site, with an arrangement where the main hot meal of the day is supplied by external provider kitchen. The pre-school children have access to outdoor play areas to the front, rear, and side of the pre-school, for children’s physical play activities. The service offers full-time day care service from 8 am to 6 pm. Additionally, the service offers a school aged service.

### Staffing

The service employs a total of 22 adults. The service has a named person in charge and a designated deputy person in charge who are present on a daily basis. There were two students on placement at the time of inspection.

### 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 announced/unannounced and focused on the area of governance/ health, welfare and development of child/ safety/ premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9,11,19,23,25,26,27,28 and 31; however, on inspection additional non-compliance which posed a risk was identified under Regulation 8. These findings are outlined within the relevant regulations within this report.

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.

### Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, person in charge, staff and children who were present on the day of the inspection.

## Part II - Registration and Register

### Regulation 8 - Notification of change in circumstances

*(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.*

### Non-Compliance Information

1. The service was operating outside the registration of the service as there were 13 children aged 2-3 years being accommodated in an unregistered building. The registered provider did not notify Tusla of a change in the person in charge of the service as required.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. We have been in discussions and correspondence with SOORS and we are happy to confirm we are in the process of applying for the change of circumstances and that it is in process currently. We are hopeful this will all be rectified within a short time frame. Ensure all appropriate registrations are in place moving forward and if any guidance is needed request support or advice from Tusla directly.

#### Supporting documentation submitted

1. No evidence submitted.

### Summary Comment

The inspector has reviewed the actions and evidence submitted. The noncompliance identified under Regulation 8 has been adequately addressed.

### 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*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

*(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.*

### Compliance Information

(1)

The registered provider ensured that.

- a) There was a designated person in charge and a named adult to deputise in their absence.
- b) The designated person in charge was available on the premises throughout the period of inspection.
- c) There was a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee.

(2)

There were 22 individuals employed in the service. One adult held a supernumerary position in an office administration role, and two adults were present on student placement.

The following vetting information was available for twenty two adults:

- a) Thirty six written validated references from past employers for nineteen of the adults.
- b) Six written validated references from reputable sources for four of the adults.
- c) Garda vetting disclosures had been obtained for all twenty two staff and two students. However, the service did not adhere to the re-vetting timeframes as outlined in the early years Inspectorate regulatory notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under regulation 23 of this report.

(4)

21 of the adult files reviewed, evidenced they held a major award at level 5 or above in early childhood care and education on the national qualification framework, or qualifications deemed by the Department of Children, Disability and Equality (DCDE) to meet the regulatory requirement.

### Non-Compliance Information

(2) The following vetting information was not available:

- (a) Written validated references from past employers for two adults who were on placement.

One written validated reference for two adults.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. All requested documents that were not on file on day of inspection have been email to our inspector on the day within the 24 hours given. We have now since organised the staff file folder and double checked all staff files have a paper format on file for inspection when requested. All references were provided also

as requested. All staff details will not be printed immediately and filed appropriately within each staff file to avoid this happening in the future.

### **Supporting documentation submitted**

2. All required information submitted.

### **Summary Comment**

This regulation remains non-compliant as the registered provider's response did not contain any corrective actions to address the findings

### **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.*

### **Compliance Information**

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

(2)  
The minimum ratio of adults to children was maintained at all times throughout the inspection.

### 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

#### Compliance Information

##### Basic needs:

- Meals and snacks for all children attending were provided by the service, and a menu plan was available to view promoting healthy eating. On the day of inspection, food was delivered from a local supplier. Children were observed enjoying a morning snack of buttered toast with fruit. Water was provided to drink, and children had access to their individual drinking bottles throughout the day.
- The main meal of the day was observed in the baby and wobbler rooms at 12:01 pm and consisted of spaghetti bolognese, pasta, meatballs, carrots, peas, sweetcorn, and garden peas. Full-fat milk and water were supplied. Children were encouraged and supported to feed themselves, with staff providing assistance if required. Younger babies were spoon-fed their meal by staff. Staff members sat with the children while they ate and engaged in conversation, creating a social atmosphere. Crockery, cutlery, and drinking utensils were provided by the service and were suitable for the children's ages and stages of development. After mealtime, children were observed to have their faces and hands cleaned with their own individual cloths.
- Children were encouraged and supported to manage their own personal care appropriate to their level of independence. Self-toileting was both encouraged and supported by adults. Younger children were observed to have their nappy changed in a timely and sensitive manner. Staff were respectful during the nappy change process and engaged with the child as a form of distraction.
- There was ample space within each of the rooms and the outdoor play areas for free movement of children. Younger babies and wobblers were observed engaged in sustained periods of floor play where their developing physical skills were encouraged and supported by staff. One baby was attempting to make their way to a toy on the floor, and staff provided appropriate encouragement and support to help them reach it without hindering their growing independence.
- In the baby room, staff members informed the inspector that the sleep needs of younger children were met in line with their home routine. Older children were placed to sleep for a scheduled period of rest in

the middle of the day. All children were observed to be settled to sleep in a calm and gentle manner by staff, who were responsive to children's need for rest as required.

### **SUPPORTING RELATIONSHIPS AROUND CHILDREN:**

- Staff members interacted warmly with the children, responded appropriately to their verbal and non-verbal cues, and provided meaningful responses. Staff positioned themselves at eye level with children during play and mealtimes to facilitate relaxed conversation. Children were observed to seek out staff members for assistance and comfort when upset, this was responded to in a caring and positive manner by staff members.
- The service operated a key worker system to support each child to interact with other children and their play environment. Children were supported to settle into the service by staff, and the development of meaningful attachments was facilitated for new children. On the day of inspection, there was a few babies under the age of one transitioning into the service. staff were observed working to ensure the child was at ease with staff and other children.
- Staff members engaged with the children in warm soft tones, encouraged other children to welcome the children to the room. Staff informed the inspector that they regularly communicate with parents via written and verbal information exchanged during drop off and collection times.
- Staff were observed working together on the day to day running of the service. Staff appeared clear on their role and duties within the service, and this was evident in the smooth transitions throughout the day.
- The baby room and the sunflower room were bright and inviting, creating a welcoming atmosphere for children. Each space was thoughtfully arranged with a variety of age-appropriate resources organized into distinct interest areas. Materials were displayed on low-level, open shelving so children could access them independently. In the playgroup and toddler rooms, children had opportunities to engage with construction toys such as bricks and connecting blocks, manipulative play items, small-world figures, role-play resources, and messy play materials. Dedicated areas included a home corner, farm play sets, and themed play stations to support different types of play.
- Comfortable seating areas with soft furnishings and age-appropriate books were provided in the baby and sunflower room, offering children a quiet space for relaxation or reading away from the busier play zones.
- The baby area contained soft padded flooring, supports to aid with sitting, a ball pool, mirrors and a variety of age and stage appropriate equipment. An adult sized chairs were available to staff to ensure comfort when feeding, cradling, and caring for children throughout the day. Additional resources included

push toys, cause-and-effect toys, musical items, farm animals, shape sorters, blocks, and sensory materials, all stored at child height for easy access.

- Wall displays throughout the service reflected the value placed on children’s home lives, featuring family and birthday walls. Children’s artwork was prominently displayed in rooms and corridors, showcasing learning themes explored during the year.
- Outdoor play was provided in two separate areas located at the side and back of the premises. Both spaces were enclosed with secure fencing and gates and featured a mix of natural/artificial grass.
- **Area 1:** This outdoor space was primarily used by babies and wobblers. It included a child-sized plastic climbing frame with a slide, a wooden climbing frame with slide, and a large wooden teepee. There was a designated water and sand play area, chalkboards with artificial grass covering, and a range of ride-on toys such as tricycles, scooters, and cars. A dedicated storage area was available for equipment when not in use
- **Area 2:** This outdoor space was primarily used by older children attending the Sunflower Room. It included two climbing frames with slides, a seesaw, and large tractor tyres embedded into the ground for physical play. There was also a mud kitchen equipped with two sinks, a toy microwave, and a picnic table. A variety of ride-on toys such as tricycles, scooters, and cars were available for children to use. On the day of inspection, children were observed wearing wellies and outdoor clothing appropriate for the weather. Staff stated that children play outside daily as part of the service routine.

### 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 main entrance was found to be secured on arrival preventing unauthorised access or exit from the premises.
- Warm running water was available for hand washing at a temperature below 43°C.
- Highchairs within the baby room were fitted with a 5-point safety harness and were in good sate of repair.
- The outdoor area was secured with tall wooden fencing and a bolted gate.
- Grapes were observed to be cut in half, reducing the risk of choking to the child.

### Infection Control:

- The materials and resources throughout the service were visually clean.
- Tables and highchairs were observed to be cleaned prior to and after mealtimes in both care rooms.
- Foot operated pedal bins were available within the service for safe disposal of waste.
- There was adequate handwashing facilities provided throughout the service with warm water, liquid soap and paper towels. Older children were observed to wash their hands with support, before snacks, meals and after nappy changing.
- Aprons and gloves were available and observed in use by staff when changing of a child was required.
- The sanitary facilities were observed to be ventilated by openable windows.
- Soap was readily available to children to wash their hands prior to eating, after both toileting and nappy changes. Child friendly handwashing posters were placed beside the sinks. Handwashing was supervised by the adults to ensure all hands were cleaned effectively.

### Administration of Medication:

- When interviewed, staff demonstrated awareness of their responsibilities regarding the safe administration of medication. No medication was administered on the day of inspection. A review of records for medication previously administered showed that all required elements were in place, including two staff signatures, clear administration instructions, and details of any necessary storage requirements

### Safe Sleep:

- The service had a designated sleep room with appropriate cots available to children.
- Sleep checks were observed to occur every ten minutes.
- The Sleep room temperature was recorded at 17.6 °C on the day of inspection, within the acceptable range of \*16 to 20°C. (for under 12 mths) \*18 to 22°C (for over 12mths)

### Fire Safety:

- Fire doors were observed to be unobstructed throughout the service.
- Fire evacuation procedures were clearly displayed in the care rooms.
- Fire extinguishers were on the premises and easily accessible.

### Non-Compliance Information

#### General Safety:

1. Garda vetting was available for three staff members. However, these vetting disclosures were not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.
2. Chemical cleaning agents were stored in an unlocked press under the sink in the Sunflower Room. This storage area was accessible to preschool children. The presence of hazardous chemicals within reach of children poses a significant risk of accidental ingestion, inhalation, or skin contact, which could lead to poisoning or injury.
3. Low-hanging wires from a radio and baby monitor were observed in the baby sleep room. These wires were accessible to children.
4. Stackable beds intended for children over the age of two were being stored against the wall in the baby sleep room. Storing large equipment in the baby sleep area poses a safety risk, as it could fall or be pulled by children, leading to injury. It also reduces the available space for safe movement and rest.
5. A wheelbarrow and construction blocks were located at the front and side of the Sunflower Room in an area accessible to children.
6. The protruding screw posed a risk of cuts or puncture injuries to children. Removing the screw without securing the slide created an additional hazard of being unsecure on one side.
7. An outdoor storage area adjacent to the Sunflower Room contained loose gravel, a toy car, play equipment, and other items. This area was accessible to children and presented multiple hazards, including trip risks.
8. A window in the Sunflower Room had a loose frame with an exposed nail accessible to children.
9. An adult chair located in the baby area was observed to be frayed at the bottom, with loose material hanging down.
10. Indoor and outdoor risk assessments were in place; however, they were not detailed enough to identify potential hazards. The assessments did not adequately address risks related to materials within the rooms or specific outdoor hazards.

#### Infection Control:

11. The toilet area was observed to have exposed pipework and visible dirt or staining on surfaces behind and around the toilet cistern and pipes.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### General Safety:

1. Garda Vetting has now been renewed and provide to the inspector as requested. The third member of staff vetting was in place and still has time left before renewal is needed but will be renewed as suggested in timeframe All staff profiles will be reviewed at least three times in the term year to ensure no staff member vetting will run past the re vetting period.
2. All cleaning agents still remain in the same cupboard and a safety lock has now been fitted and will ensure no child will have access to this cupboard at all times. Room leader is to ensure these locks are working correctly at all times and to report any broken locks to management immediately. If such a case was to happen all cleaning supplies to be removed until the lock is fixed on the cupboard.
3. Low hanging radio and monitor plugs have now been adapted and changed to a new area where all hanging leads are out of sight and reach of children at all times. Room leader to remind all staff to check for health and safety risks at all times when entering the sleep room. Also, a check list to be added to remind staff in doing so.
4. Stackable beds have now been removed from the sleep room and are no longer stored there. All staff have been informed the stackable beds are not to be place in sleep room moving forward and to be place in a safe place not blocking any emergency or fire exits within the service.
5. While works remain to be completed in this area, children are not allowed in this where construction works will be taking place and will have no direct contact in this area. Contractor has been asked to ensure all work tools are kept out of the way for children accessing play areas. While works continue on this project the contractor has asked to complete works in hours that the service is less busy or closed if possible.
6. The screw in the slide has now been fixed and poses no further risk. Staff reminded to complete the outdoor risk assessment with care and diligence. Talked about in staff meeting the importance of safety while outside on play climbing frames.
7. The outdoor access area where works are being completed has now been marked as out of bounds for the children using the sunflower room. The children will alter their play times between the other two play areas and the play park beside the service until all works have been completed and the area is safe for children to return to play, Contractor has informed us all works will hopefully be completed in January.

8. Window with loose frame and exposed nail has now been amended by a contractor. Health and safety checks will be done on a regular basis within each room and will be responsibility of each leader to complete these and report all damages or risks to manager.
9. Adult chair in Baby area has now been removed and a new one in its place to allow staff to sit comfortably while feeding and interacting with babies. As mentioned before all hazards and health and safety issues to be report by room leader to manager so they can be amended.
10. All staff reminded to check all risks or hazards within the room. Staff asked to write up all hazards or risks they identify in each room and bring to manager within 2 weeks. At next staff meeting new indoor and outdoor risk assessment sheets will be shared with staff and all staff will be aware of their own responsibilities within each room and how often the assessments need completed etc

### Infection Control:

11. All exposed pipes are being covered by a contractor and has informed us that he will complete all works over the Christmas period. All pipes will be boxed of by appropriate materials supplied by a reliable contractor.

### Supporting documentation submitted

#### General Safety:

1. Garda vetting renewal received for staff.
2. Photographic evidence submitted of locked press.
3. Photographic evidence submitted of wires removed.
4. Photographic evidence submitted of stackable beds removed.
5. No evidence submitted.
6. Photographic evidence submitted of slide fixed.
7. No evidence submitted.
8. Photographic evidence submitted of fixed window.
9. Photographic evidence submitted of new adult chair.
10. No Evidence submitted.

#### Infection Control:

11. No Evidence Submitted.

### Summary Comment

The actions taken by the registered provider address 7 of the 11 non-compliances identified. The findings documented at points 5, 7, 9 and 11 remain non-compliant as the registered provider's response. remain non-

compliant as the registered provider's response did not provide adequate assurance that the noncompliance had been rectified.

### Part VI - Safety

#### Regulation 25 - First aid

*(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.*

*(2) A registered provider shall ensure that a suitably equipped first aid box for children-*

- (a) is safely stored in an easily accessible and conspicuous position on the premises, and*
- (b) is available to the children attending the pre-school service at all times.*

#### Compliance Information

- (1) There were five staff members with documentary evidence to demonstrated they had in date training in first aid for children.
- (2)
  - a) An adequately stocked first aid box was stored on a high-level area in each preschool room.
  - b) The box was readily accessible to the staff if required.

### Part VI - Safety

#### Regulation 26 - Fire safety measures

*(1) A registered provider shall ensure that a record in writing is kept of-*

- (a) any fire drill that takes place in the premises, and*
- (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.*

*(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

#### Compliance Information

- (1)
- (b) The service had the number, type and maintenance record of firefighting equipment and smoke alarms in the premises available for review on the day of inspection.

(4) A notice of the procedures to be followed in the event of fire was displayed in a conspicuous position in the each of the care rooms

### Non-Compliance Information

1.
  - a) While a procedure was in place to practice and record monthly fire drills, the last documented drill was dated 12th March 2025 in the daisy room and there was no documented evidence that fire drill had been carried out in the sunflower room, which contradicts the service's policy stating that drills are to be completed monthly.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. We have adapted our Fire Drill Policy to optimize the frequency of drills requested for each room. Room leaders are now responsible for conducting these drills, ensuring they are recorded and filed appropriately.

#### Supporting documentation submitted

1. Fire safety Policy attached

### Summary Comment

The inspector has reviewed the actions and evidence submitted. The noncompliance identified under Regulation 26 has been adequately addressed.

## Part VI - Safety

### Regulation 27 – Supervision

*A registered provider shall ensure that pre-school children attending the service are supervised at all times.*

#### Compliance Information

- Children were observed to be appropriately supervised on the day of inspection. Staff were positioned both indoors and outdoors to ensure sight and sound of the children. Transitions between activities were well-managed, and staff-Maintained the necessary supervision during toileting, mealtimes, and outdoor play.

### Part VI - Safety

#### Regulation 28 - Insurance

*A registered provider shall ensure that the pre-school service is adequately insured.*

#### Compliance Information

The registered provider ensured adequate insurance was in place for the full day care service for 61 children up until 27 March 2026.

### 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.*
- (3) *A record in writing referred to in paragraph (2)(a) shall-*
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*
  - (b) be open to inspection on the premises by an authorised person.*

#### Compliance Information

- (1) A complaints policy was in place in the service and adequately outlined the following;
- (a) Details of the procedure to be followed by a person for the purposes of making a complaint in relation to the service.
  - (b) Details of the manner by which a complaint will be dealt with by the service.
  - (c) Details of the procedures in place outlining how the person who makes such a complaint in relation to the service will be informed of the manner by which the complaint is being dealt with.
- (2) (a) (b) The person in charge stated that no complaints had been made directly to the service since the last recorded complaint dated 25/02/2025
- (3) (a)(b)

# Early Years Inspectorate Regulatory Report

## Pre School

The registered provider and the person in charge stated they are aware of their obligation to record the nature of any complaint received and the manner in which it will be addressed. The person in charge confirmed that all complaints are documented and that a record of any complaint made is kept on the premises and available for inspection.