

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2022DY005
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Name of Service:	Little Harvard Childcare Limited
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Address of Service:	Blackwood Avenue, Santry, Dublin 9
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Name of Registered Provider:	James Hargrave
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	24/06/2025
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Date 2 of Inspection:	25/06/2025
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No of pre-school children:	AM	50	PM	30
Day 2	AM	51	PM	N/A

Address of the Early Years Inspectorate:	Early Years Inspectorate 2nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	C Kerrigan and C Harte
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.

Description of service

Little Harvard Ltd is a privately operated service located in a residential and retail complex in Santry North Dublin. The service is one of 19 services operated by the registered provider. The service is registered to provide care to a maximum of 88 children on a full day care basis Monday to Friday from 7 am to 6:30pm. The service participates in the Early Childhood Care and Education (ECCE) scheme 38 weeks per year in line with the programme rules. An enclosed outdoor area is available to the side of the premises.

Staffing

The registered provider employs twenty-five staff to work in the service, a general manager, a regional/service manager, two deputy managers one of whom was absent on both days of inspection, seventeen early years staff who work directly with the children, sixteen of whom were present on the days of inspection, a chef, a cleaner and two drivers. Two students were also present on the day of inspection.

The service also has a senior management team who are not based in the service but who provide support to the service as required, this includes a general manager and a child protection and a compliance officer. The general manager was present on each day of inspection. The registered provider does not work in the service.

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 on the first day, an announced inspection was undertaken on day two of the inspection. The inspection focused on the area of governance, health, welfare and development of child, safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation 19 Health, Welfare and Development of Child, Regulation 23 Safeguarding Health, Safety and Welfare of Child. As a result, the scope of the inspection included rooms Toddler 2, Preschool 1, Preschool 2 and Preschool 4.

A sampling process was also used to assess compliance under Regulation 9(7)(a) Management and Recruitment, Regulation 31 Notification of Incidents and Regulation 32 Complaints.

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

The inspection was triggered as a result of information received by the Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the general manager, operations manager, regional manager, 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*
- (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.*

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(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 had a designated person in charge and a named person to deputise if required.
 - (b) A review of sign in records and conversation with management indicated a designated person in charge was present at all times during the operational hours of the service. This was also evident on the day of inspection.
 - (c) There was a clear management structure in place and staff were aware of their role and responsibilities.
- (2) A review of paperwork and conversation with management showed that there are currently twenty-five staff employed by the service. The files of three new staff who commenced employment since the last inspection on the 20 January 2025, the general manager, regional manager and two students who were present on the day of inspection were reviewed. A review of records maintained by Tusla demonstrated that Garda vetting disclosures for one member of staff was out of date, this was also reviewed.
- (a) The registered provider ensured that there were thirteen written and validated references available from a previous employer for the adults working within the service.
 - (b) The registered provider ensured that there was one written and validated reference available from a source other than an employer for an adult working within the service.
 - (c) The registered provider ensured that Garda Vetting disclosures were available for the eight adults present within the service. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
 - (d) The registered provider ensured that police vetting was available in relation to six adults who had lived in a had lived in a country other than Ireland for a period of six months or more as an adult.
- (3) The registered provider ensured that all references and Garda vetting procedures for seven adults were completed prior to the adults being allowed access or contact with a child attending the pre-school service.
- (4) The registered provider ensured that evidence was available to show that the adults who worked directly with the children held 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)

- The registered provider ensured that staff undertook induction, were supervised and were provided with appropriate information and training in line with the service policies on induction and supervision. Discussion with staff and a sample of three adults files each with varying lengths of experience of working within the service and directly with children were reviewed. The staff induction consisted of a variety of topics to include pick up and drop off routines, settling in, safe sleep, nappy changing, accidents and incidents, behaviour management, curriculum, allergies, inclusion, health and safety policies.
- Documentary evidence was available to show that all adults working directly with the children had recently attended or received training on topics and policies which included supervision, child led approach, accident and incident, drop off and collection and settling in policies.

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) The registered provider ensured that there was an adequate number of adults working with the children attending the preschool service, with nineteen adults available within the service to work directly with fifty children on the first day of inspection and fifty- one children on the second day of inspection.
- (2) The registered provider ensured that the adult to child ratios were maintained within the service on the day of inspection. This was further evidenced in the roster made available on the day of inspection.

(8) (a) the registered provider ensured that there were at least two adults on the premises at all times during the operational hours of the service. this was also evidenced in the roster.

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
- (b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

(1)(b) Appropriate and suitable care practices were observed in the service having regard for the nature of the children needs. The following was observed:

- Care practices such as mealtimes were observed to be a social and pleasurable experience for the children with staff sitting at the tables mirroring positive mealtime behaviours. Children were provided with alternative food options with additional portions available if requested.
- The children had freedom to move within their care rooms and choose their own play activities. Promoting practices of inclusion and choice.
- In the Toddler 2 room adults were observed to follow the children's interest and support their expanding play experience in a non-intrusive child centred manner.
- Across the service on the day of inspection, the staff interacted with the children and each other in a respectful, warm and sensitive manner. For example, the adult was observed to pick up on non-verbal cues and develop play, provide opportunities to regulate at a pace that suited the child.
- On the day of inspection, the adults within the service were observed to use physical comfort to support children's regulation and need for reassurance.
- Engagement with families was facilitated through the sharing of information at pick up and collection times. Information such as activities, culture and staff information were displayed on notice boards along the hallways and in the care rooms.

Non-Compliance Information

(1)(a)

1. In the Outdoor area there was a lack of props to develop and expand play. For example:
 - In the kitchen area there was no props.
 - The mark making area had no chalk or mark making tools.

(1)(b)

1. The behavioural management strategies used within the Preschool 1 room were not consistent and in line with the service policy on behavioural management. Challenging behaviours were not consistently dealt with in a child centred and developmentally appropriate manner, for example:
 - A child between the age of 3 to 3.5 years was observed to throw mouldable dough at other children and around the care room, this child was redirected back to play, there was no modelling actions used to set limits or age-appropriate discussion around positive behaviour.
 - Following a dispute between two children during a time of transition, adults directed the children to stop their dispute but did not follow up or set limits to the negative behaviours, which is at variance from the behaviour management policy within the service.
 - A child who continually refused to put on their coat was informed that they could not go outside without the coat, the child ignored the request, and the staff member continued to ask the child to put their coat on. The child continued outside without a coat. Staff did not use developmentally appropriate strategies to engage this child and set boundaries around wellbeing.
2. The nappy changing process observed in one care room was not in line with the service policy and did not protect the privacy and dignity of the child being changed; the child was observed to become distressed refusing to have their nappy changed. The staff member was observed to struggle with changing the child's nappy but continued in a functional manner, not picking up on the child's cues. Another staff member was observed to provide support to the child; physically comforting them mid nappy change. The door to the changing area remained open while the staff member provided comfort to the child in full view of the staff and children in the care room.
3. Nappy changing records were not accurately recorded in relation to one child on the day of inspection; the record stated that the child's nappy was changed at 11:53am however this was not observed to have happened by the inspector who was present in the care room at that time. The child's nappy was then observed to be changed at 12:47pm. Accurate records are required to ensure timely management of nappy changes and accurate communication to parents.

4. The registered provider did not ensure that regular lunch or snacks were given to all children in Preschool 1. The following was observed:
- Children were observed to be given a snack of melon and crackers between 10:15am and 10:30am. A hot lunch prepared by the service was served at 13:53am. It is acknowledged that three children indicated their hunger at 12:59am and were given dry cereal prior to their scheduled hot meal. The gap between snack and mealtime was longer than 3 hours and was not in line with the service policy which states that children should go no longer than 2-2.5 hours between meals or snacks.
5. A table in Preschool 4 was too high for the children to use while seated. This table was at chest height to the children with children observed to kneel while eating their lunch. This does not allow children to engage comfortably in mealtimes or tabletop activities. This was identified as a non-compliance on the previous inspection held in January 2025.
6. A child was observed to play in wet clothing for 15 minutes while four adults were present in the room. It is acknowledged that the child was promptly changed once the wet clothing was noticed. Adults should be vigilant to children in their care to ensure the children's needs are identified and addressed in a timely manner.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (1)
- (a) All areas have been restored to their intended setup, with new procedures in place to ensure consistent access to resources and mark making opportunities regardless of weather conditions. Daily monitoring procedures are now in place to ensure resources remain in their designated areas. Staff have been instructed in the importance of maintaining resource organisation and outdoor learning readiness. This will be reinforced during team meetings and supervision.
- (b)
1. All staff have been trained on Positive Behaviour Management Policy focusing specifically on modelling positive behaviour in daily interactions and setting and maintaining appropriate boundaries to support emotional wellbeing and consistent expectation by using the training cards regarding Positive Behaviour Management policy. Ongoing supervision and monitoring will be implemented to reinforce best practices and behaviour management will be a standing item on team meetings to support reflective proactive and continuous improvement.

2. The registered provider has stated that all relevant staff have received individual refresher training on the Nappy Changing Policy, covering hygiene practises, respectful handling and proper recording and disposal procedures. Training was documented through individual training cards which are now on file. On going monitoring and regular refresher sessions will be implemented to ensure continued compliance with policy and best practise standards.
3. The registered provider has stated that all relevant staff have received individual refresher training on the Nappy Changing Policy, covering hygiene practises, respectful handling and proper recording and disposal procedures. Training was documented through individual training cards which are now on file. On going monitoring and regular refresher sessions will be implemented to ensure continued compliance with policy and best practise standards.
4. The registered provider has stated that mealtime procedures have been reviewed and clarified with the chef to ensure meals are served at consistent intervals in line with the creche policy, including maintaining a maximum 3-hour gap between snack and lunch in accordance with the service policy. The chef and management will ensure compliance with this. Staff have been reminded to use class phones to notify the kitchen and office if meals need to be served earlier. On going monitoring and regular checks will be carried out to ensure mealtimes remain consistent and appropriate to the children's needs. Local and senior management will ensure compliance.
5. The registered provider has stated that classroom furniture arrangements have been reviewed and the table in question will only be used by the senior after school class. Local management will ensure all furniture is child appropriate and suitable for children's age.
6. The registered provider stated that all staff have received individual retraining on effective supervision, timely response to children's needs, and maintaining a child approach with appropriate adult guidance. Local management will reinforce the importance of maintaining vigilance and promptly addressing children's care needs. Training has been documented through completed individual training cards and ongoing supervision and support will be provided to ensure consistent implementation. Local and senior management will ensure compliance with all aspects of Regulation 19.

Supporting documentation submitted

(1)

- (a) Evidence has been submitted.

(b)

1. Evidence was submitted.
2. Evidence was submitted.
3. Evidence was submitted.
4. Documentation submitted.
5. None.
6. Documentation was submitted.

Summary Comment

The corrective and preventative actions submitted by the registered provider have been sufficient to address the non-compliances' outlined in Regulation 19 (1)(a)(b).

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 to the service was secured upon the inspectors unannounced arrival at the service. Access was granted via a coded doorbell answered by staff, followed by a second internal door which was fitted with a keypad and ring bell system. During times of collection the internal door was supervised by a manager. Therefore, preventing unauthorised access to the service, this system also prevented children from exiting the service unsupervised.
- The internal care rooms were fitted with a low-level gate, with a high latch also fitted on the care room doors to further secure the rooms and prevent children exiting the rooms.
- Low level windows were fitted and secured with a child safety lock.
- There were no trailing flexes observed across the rooms sampled.
- The outdoor area was fully secured and enclosed with a high wall and fence.

Infection Control:

- Dispensed soap and paper towels were available at all sinks used by staff and children throughout the service.
- Toilet roll was hygienically stored and in easy reach of the children, preventing potential cross contamination.

- Perishable food items brought in from home were refrigerated in children's individual lunch boxes until lunch or snack time.
- Bed sheets were promptly changed when required. For example: a child was observed to climb across another child's bed, staff were observed to quickly change the sheets maintaining good hygienic practices.
- Tables were observed to be cleaned between activities and after mealtimes.

Administration of Medication:

- Medication was not observed to have been given on the day of inspection, staff demonstrated knowledge on the procedure for medication administration if required.

Safe Sleep:

- Ten-minute sleep checks were observed to be recorded to include breath, position and colour on the day of inspection.
- Children were observed to have heavier clothing removed prior to being placed to sleep.

Fire Safety:

- The transfer of children between rooms within the service was accurately recorded, transfer logs were observed to be updated throughout the day reflecting the movement of children within the service. This ensures accountability for children in the event of a fire.
- Emergency exits were unobstructed.

Non-Compliance Information

General Safety:

1. Hazardous material was accessible to children in an unlocked low-level press within Preschool 1, this was brought to the attention of adults and removed on the day of inspection.
2. A child in Preschool 4 was observed to be eating large uncut grapes, this is a potential risk of choking and not in line with the service policy.
3. There was an absence of working foot operated pedal bins in the Toddler 2, Preschool 1, Preschool 2 and sanitary areas.
4. The sinks which were accessible to the children exceeded the recommended temperature of 43 degrees. This posed a scald risk to children. The inspector recorded a temperature of 48.7°C in the Preschool 4 and 48.1°C in Preschool 1. This was brought to the attention of the manager on the first day of inspection and a plan was commenced to address this.
5. The nappy changing unit available in the Toddler 2 room and Preschool 4 rooms were not being used in accordance with the manufacture's guidelines. These guidelines specify that the units are designed for

children up to 3 years of age in the Toddler 2 room, and 3.5 years of age on the Preschool room. However, children using the units were all over the specified age limits and required nappy changing. This practice posed a potential risk to children's safety.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The registered provider has stated that the issue was removed immediately on the day of inspection. All presses have been fitted with child safety locks, with staff instructed to promptly report any damaged or faulty locks to management for immediate replacement. Regular safety checks will be incorporated into daily routines to prevent reoccurrence by the local management.
2. The registered provider stated that all classroom doors now display safe grape cutting reminder posters. This information will be included in the ECCE Welcome pack starting in September in order to promote food safety awareness at home. Staff have been informed to ensure the grapes being served to children have been cut lengthways. Staff will be regular reminded of safe food handling practises and compliance to ensure continued adherence.
3. The registered provider has stated that all broken bins have been replaced with working pedal bins and staff have been reminded to promptly report damaged equipment to management to ensure timely replacement. Regular checks will be implemented to monitor equipment condition.
4. The registered provider has stated that the water system issue identified on the first day of inspection has been checked and adjusted by an external contractor to ensure the required safe temperature is maintained. Regular maintenance checks and monitoring procedures have been established to prevent re occurrence and ensure ongoing compliance and safety standards.
5. The registered provider has stated that a decision was made to source two small grey beds and two appropriate changing mats to be used on top. Management will ensure that age and weight appropriate changing units are only used in the future.

Supporting documentation submitted

General Safety:

1. Evidence was submitted.
2. Evidence was submitted.
3. Evidence was submitted.
4. Evidence was submitted.

5. Evidence was submitted.

Summary Comment

The corrective and preventive actions submitted by the register provider have been sufficient to address the non-compliances under Regulation 23.

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

- In the rooms sampled mealtimes were well supervised. Adults were observed to either sit with children or stand nearby supervising and modelling positive behaviours.
- On the day of inspection collection time and movement of children through the service was observed to be calm, structured and well supervised. For example:
 - During collection times a manager was observed to monitor the number of adults coming into the service, children were given one by one to their parents and observed leaving the premises.
 - The movement of children from care rooms to the outdoor area was controlled, children were supervised by two staff members. Children were observed to walk in a line with adults conversing with each other to the number of children in their presence.

Non-Compliance Information

The registered provider did not ensure that preschool children attending the service were adequately supervised at all times. This was evidenced in the following ways:

- In the Preschool 1 room a child over 3 years of age was observed to have placed a small cylindrical plastic animal into their mouth. This was highlighted to staff by the Inspector and removed. This posed a potential risk of choking.
- In the outdoor area a child was observed to remove items from the bin and place them in their mouth. This was highlighted to staff and the items were removed. This poses a risk of hazardous ingestion of materials and infection control risk.
- An incident of biting was observed to have occurred unnoticed by adults in the care room, this occurred around a time of transition during play. Adults must remain vigilant during times of change to ensure child safety.

- A child was observed to eat mouldable dough unnoticed to the adults in the care room, it is acknowledged that once observed the adults acted promptly to intervene.
- A child was observed to climb on a chair and table to access toys, unnoticed by adults in the room. This posed a risk of falling.
- Two children were observed to play with the water in the sink of the sanitary area for 5 minutes. Throughout this time the door was closed over and the children could not be supervised by sight or sound.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider has stated that all incidents have been reviewed in a staff meeting. Staff have been reminded of the importance of extra vigilance, particularly during free play, transition between activities, at unstructured movements like toilet breaks or tidy up time. These topics were reinforced through additional training on effective supervision strategies, child-led approaches with active engagement and safety oversight.

Individual training cards were completed to support staff reflection and accountability. Regulation 27 will feature as a prominent aspect on monthly staff meetings to ensure compliance.

Supporting documentation submitted

Evidence was submitted.

Summary Comment

The corrective and preventive actions submitted by the register provider have been sufficient to address the non-compliances under Regulation 27.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.

Compliance Information

(e) The registered provider ensured that the procedure outlined under Regulation 31 was completed within 3 working days from becoming aware of any incident outlined above.

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

The registered provider ensured the following were in place:

(1) A complaints policy was in place and outlined the following:

- (a) The procedure to be followed when making a complaint to the service.
- (b) The process how complaints would be dealt with.

(c) The procedure for keeping the complainant informed on how the complaint is being dealt with.

(2) The registered provider ensured the following:

- (a) A record was kept in writing of complaints made to the provider in respect of the pre-school service. Two sample records were reviewed.
- (b) The registered provider ensured that complaints received would be managed in line with the service policy, this was evidenced through conversation with management, a review of the complaints policy and a review of sampled complaints.

(3) A review of records referred to in (2)(a):

- (a) Through conversation with management complaints received were recorded in writing and on file securely within the service. A review of two sampled complaints indicated the manner the complaint was dealt with was in line with the service complaints policy.
- (b) The complaint form used in the event of complaints received was made available for review by the inspection team and included the required information as outlined in the service complaints policy.