



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Family Day Care and In-Home Care
Service Approval Number	SE-00009666
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 P03
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	15/11/2024 Parent P01 P01 phoned the coordination unit office at 12.16 pm. P01 advised that his child had been left with a FDC educator's (P01 P01) husband whilst she attended a medical appointment. He wanted to know if that was OK and if it was covered under FDC insurance. He also asked if the educator's husband had the appropriate first aid and CPR qualifications. P01 mentioned that he and his partner did not want to make a big deal out of it, they just wanted to make sure the children were protected. I advised that under no circumstances were the children allowed to be left alone with any other person except for the educator. P01 also disclosed that he has been affected by childhood trauma, P05 I have sent P01 my email who will provide me with a written statement. FDC educator P01 P01 has been stood down pending an investigation. All families have been contacted by the educator to come and collect their children. A visit has been organised with P01 for Monday 18th November to get the educator's statement.
Please upload any relevant documentation	Documents to be submitted later.

Submitted By: [P01](#) [P01](#)



Child Details

Child's Name	P01 P01P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01