



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 Isabella Plains Early Childhood Service
Service Approval Number	SE-00011293
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 P03 Phone: P03 Email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Unknown



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

P01 (Complainant) has been stood down from her role at Isabella Plains Early Childhood Service pending an investigation relating to CO1 Notification of Complaint NOT-40536447. As part of the investigation **P01** was provided a Notice to Attend for an interview about the allegations to be held on Thursday 13th May at 12.00pm. **P01** did not attend and when called at 12.20pm, identified that she "have give to resign on Monday night." As the resignation had not been received by the organisation, further detail was unpacked with **P01 P01** resignation along with a response to the investigation, contained information alleging breaches in Law and Regulation was sent via email on Tuesday 11th May 2021 at 10:24PM direct to a member of Communities@Work's People, Culture and Wellness Team (HR). Due to this being sent direct to an individual, rather than the expected Human Resources inbox, the email had not been opened until after the scheduled meeting, at 12.28 PM Thursday 13th May. The complaint claims that ratio requirements are breached at the service between 4.00 and 6.00pm. (Letter will be attached to this notification for full detail)

Initial investigations from the Director Children's Services, seem to determine that there is no breach of law and regulation and ratios are maintained, and the complainant does not seem to understand the processes of mixed aged grouping. Two rooms in the service do not have a barrier between them and are a shared space. At the time in question the two rooms are merged in a family grouping situation with flexible indoor/outdoor play available to children. At this time the educators maintain ratios by moving through the learning environment based on where the children are playing. While **P01** the only permanent team member of the Topaz room at this time, the supervision and engagement with the children is supported by the Jade room educators, maintaining ratio requirements in a shared space. It is firmly believed that the complaint comes from a disgruntled previous (recent) employee that is part of an investigation into allegations of her practice, however this will be further investigated.

Please upload any relevant documentation

Letter of Resignation P01 (1).docx	Resignation Letter with Complaint P01	
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Contact Details

Name	P01
Phone Number	P03
Email Address	P03