



213A
EDU

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	North Belconnen Community Association Incorporated
Provider Number	PR-00005854
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Cooinda Cottage
Service Approval Number	SE-00009769
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	Mother: p01 p01 P03 or P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Son: p01 P01, Male:DOB P02 Cooinda Cottage
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	24.11.20 at 9.36am via email to Cooinda Cottage (email attached) Replied to parent acknowledging the receipt of email. Forwarded complaint to CEO, and administration team asking to waiver the 2 week notification fee for cancelling enrolment. Spoke with all educators involved with family and (in particular) with the child on 13.11.20 (his last day of attendance) Checked weather conditions for 13.11.20, watched the entire day of CCTV footage over allegations. Checked medication forms, communications sheets, routine sheets Investigated each item, and after 5 hours can confirm as the nominated supervisor, I am satisfied with my findings.
Please upload any relevant documentation	

Submitted By: P01 p01



Complaint.JPG	Complaint
reply to complaint.docx	Reply to complaint

Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P03