



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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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	P01 [REDACTED] P03 [REDACTED] P03 [REDACTED]



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

28 February 2022

The family, mum **P01** and father **P01** allege that the educators at Insight Early Learning did not correctly report the true cause of the incident or the severity of the incident. The father alleges that their daughter **P01** injury was an incision rather than a blunt force trauma. The father **P01** is a policeman and he is very precise with his language.

The Insight team reported an open cut to the forehead resulting from a collision with the toilet. The father alleges that this sort of incision could not result from connection with the toilet as witnessed and reported.

When mum **P01** arrived at the Throsby service, NS **P01** **P01** offered to call an ambulance and he proceeded to call an ambulance. He described the symptoms to the ambulance. The ambulance service called Insight Early Learning back and asked mum **P01** to make their own way to the emergency department.

When the staff member **P01** realised there was a cut immediate First Aid was applied. The open cut had been closed and wound care strips applied. The child was not displaying any concerning symptoms.

In response to the **P01** complaint **P01** Managing Director and **P01** **P01** NS Centre Director met the family on the 8th March to listen and understand their concerns. **P01** had undertaken an investigation and staff reported **P01** head hitting the toilet. This was reported to the family. The **P01** family cannot accept this explanation. The family report **P01** spent hours before a Doctor saw her and the family had to return to the hospital the next day for the plastic surgery.

We have examined the area and we are unable to make any other determination on the accident.

We will endeavour to include photos in future accidents of the area and of the wound to support a clearer picture of how events might have unfolded.

Please upload any relevant documentation

Complaint.docx

Complaint from parent

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01
Phone Number	P03

Submitted By: **P01**



ACT
Government
Education

Notification Number: **NOT-40662816**
Date generated: 07/03/2022

Email Address

P03

Submitted By: **P01**