



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	OORAMA OPERATIONS PTY LIMITED
Provider Number	PR-40001489
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Symonston Kinder Haven
Service Approval Number	SE-00009842
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 P01 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 P02 Male
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	Date complaint received: 14th April 2021 regarding an allegation from the 9th of April 2021. Summary: The parent was told her son was pinched by another child on his arm, however when he got home, the child disclosed it was an educator that pinched him. Action Taken: 1.Area Manager has been notified. 2. Investigation to commence.
Please upload any relevant documentation	

Submitted By: **P01** **P01**



Supporting document.pdf

supporting documents

Contact Details

Name **P01 P01** - Acting Centre Manager

Phone Number **P03**

Email Address **P03**