



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	Stepping Stones Child Care Centre (ACT) Pty Ltd
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: - 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	Complaint received on 15/11/23 via the Family Care Team Details: Parent contacted the Family Care Team and raised the following concerns and requested to speak to higher management: 1) Staffing arrangements &&&&& safety issues 2) Parent has witnessed children being left unattended 3) Educators are not up to standard and have no support 4) Parent believes the Area Manager talks badly to parents, staff and children 5) unsupervised children with scissors Actions Taken: 1) Regional Manager reached out to parent to discuss concerns 2) additional leadership support at the service to mentor and coach team 3) investigation in relation to the concerns raised of unsupervised children with scissors



Please upload any relevant documentation

parent complaint.png

parent complaint

Child Details

Child's Name

p01 p01

Child's Gender

Female

Child's Date of Birth

P02

Contact Details

Name

p01 - Regional Manager

Phone Number

P03

Email Address

P03