



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	Anglicare Alliance
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
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 (Father of child) P03 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

This morning at approx 8:45 this incident was brought to my attention. This morning I made contact with the family via phone, the below points is a summary of our conversation including the concern raised.

A full copy of the email to the family is attached.

-On Monday 12th August after you had collected P01 from the centre, he told you that a teacher had hit his face
-P01 said the teacher was P01 and seemed to be unsure of the name

-After showing him photos of the Educators present, he identified the teacher as P01

-P01 demonstrated on his mother's face what he describes to have happened

-The action he demonstrated was a slap on the face

-P01 says this happened at sleep time whilst P01 was putting him into bed

Background information

-Previous history has been he is happy to attend the service

-He had about a week off due to illness

-Since returning has been reluctant to return

-the family reports that P01 is friendly, always spoken to them

-Parents initial reaction was confused and shocked

-Would like to know the full story and get to the bottom of what has happened

Action taken so far:

-Spoken to P01 (Room Leader) and recieved P01 email of her account of the complaint being raised

-Reported via phone to P01 P01 (Operations Manager)

-Spoken with P01 (father) over the phone to find our more information, follow up email attached.

-Anglicare Incident report completed. Awaiting further advice from Snr Management with how to proceed from here.

Please upload any relevant documentation

P01_email 14.08.2024.png	Email from P01 (Room Leader)
ANGLICARE---Incident-Report P01 .pdf	Anglicare Incident Report
Email to P01 14.08.24.pdf	Director correspondence with family

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: P01 P01