



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	Busy Bees at Oxley
Service Trading Name	Busy Bees at Oxley
Service Approval Number	SE-40004895
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 [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	P01 (P01 's mum) sent through an email regarding rooms and staffing for 2025 and raised concerns about P01 (educator) working with her child. P01 mentioned an incident involving P01 and P01 that occurred a few months ago, in which alleged P01 used his foot to shove P01 and pushed P01 's face into the ground which led to P01 being extremely upset. And expressed this has caused P01 to be shy and unsettled while around P01 and has caused anxiety for P01 and P01 . P01 mentioned she discussed this with P01 (Educational Leader) and she looked into the incident and provided an update. P01 (nominated supervisor) spoke with P01 on the 04/12/2024 in which P01 said there was a very minor concern raised by P01 about P01 using his foot to guide the children out from underneath the crash mats, and she spoke with P01 around asking for help from the other educators when the children don't follow directions. But through conversations with the educators, P01 and P01 this was resolved, and P01 was happy.

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



Follow on from family's email:
Internal investigation to be conducted
Further discussions with P01 to unpack incident that occurred.

Email from P01:
Hi P01 and P01.

Hope you are both well.

As it comes to that time of year where there are shuffling of educators in rooms and children move up.

I wanted to reach out and discuss P01's educators or most importantly an educator that I do not want P01 to be in a room with. There was an incident a few months ago where I witness P01 (I believe their name is) use his foot to shove (not lightly) P01 multiple times under the armpit to stop P01 lifting a mat, which P01 then proceeded to push P01 face into the ground which caused P01 he start crying and be extremely upset. This incident caused a graze on P01 and myself anxiety around leaving P01 at daycare. - this was witness by other educators and I informed P01 who provided an update on the outcome.

this has caused a lot of stress and anxiety for myself around P01 and leaving him at daycare and P01 becoming very shy and unsettled around him while we do drop off and pick up.

The reason for my email is to ask that P01 is not in a room with him and there is limited contact altogether.

Happy to discuss further.

Thanks,
P01

Email response:
Hi P01.

Thank you so much for reaching out, I'm so sorry I didn't see your email yesterday your email went straight to my junk mail and only just saw it when I was looking for something.

I wasn't fully aware of an incident that occurred a few months ago involving P01 and P01, and never had concerns raised against P01 before.

During this time I was working mostly at Crace but I just spoke with P01 regarding this incident to get a better picture and she told me she investigated this and spoke with all the educators outside, and yourself.

I'll look more into this incident tomorrow and discuss further with the educators that were outside at the time. Do you know the date this occurred by any chance?

Regarding rooms and educators for next year, P01 is on the list to move up to the Kindy 1 room and the educators in there will be P01, P01 and P01. P01 will be working in N3, so the other side of the building.

I hope this eases your anxiety :)

If you have time tomorrow morning while dropping off P01 I would



[Redacted]

love to discuss further about this incident. I'll be in from 7:30am, or if easier I can give you a call when you are free.

Kind regards,
P01 P01

Please upload any relevant documentation

Documents to be submitted later.

Contact Details

Name	P01 P01 P01
Phone Number	P03
Email Address	P03