



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

Service

Service Legal Entity Name	
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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 Ph: P03 E: 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	Email sent at 6:21pm (out of centre hours) Wednesday 2.11.22. Email read by Director at 7:45am 3.11.22 Copy of email attached. Copy of ISOPRO report attached. ISOPRO report provides context and additional information, leading to the complaint. Steps taken, Anglicare Senior manage notified Email replied to (copy attached) Contact details for CECA as well as information for reporting complaints, provided to P01 (detailed in email) Copy of our family handbook which makes reference to what to bring for wet weather play Copy of sign displayed in the foyer to remind families of protective clothing Photo of gumboots available to families to borrow as extra protection from the weather.



Please upload any relevant documentation

ANGLICARE - Incident Report29645 P01	ISOPRO Report- Detailed information and context for complaint
P01 3.11.22.pdf	
P01 reply.png	Centre director reply to complaint email
FAMILY HANDBOOK.pdf	Family handbook
sign.jpg	Protective clothing sign displayed
Spare gumboots.jpg	Gumboot display
P01 email.png	P01 email of complaint

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01