



**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	Think Childcare Services Pty Ltd
Provider Number	PR-40000153
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nido Early School Amaroo
Service Approval Number	SE-40007033
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 - 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 verbally on Tuesday - 8/3/2020

On Wednesday 23rd February 2022 at 6:11pm the family emailed a concern to the service, as when they came to collect their child that afternoon, their child was not outside in the yard with their room peers but in the Kinder room with another educator.

This was raised with the Executive Service Manager who immediately notified the People and Quality Leader of the families concern. The family was called to discuss their concerns and assured that the service was taking the matter seriously and would investigate the concern and regularly update the family throughout the process.

Investigations with the educators then begun on the 24th of February 2022 and have been ongoing due to staff leave.

The service has continued regularly check in with the family and update them of any progress throughout the investigation.

The family have then contacted the service via phone today (8/3/2022) to further express their concern that they feel their child's health and safety was compromised. The service have reassured the family that while their child wasn't with their ordinary room during the time that they came to collect their child, the service utilises free flow between yards and rooms to allow the children the opportunity to explore other areas and environments and that their child was always under supervision by an educator during their time in care.

As the family has identified today (8/3/2022) that they feel their child's health and safety has been compromised we are escalating this as a complaint rather than the concern that was originally raised and being addressed by the service.

We will upload all supporting documentation tomorrow on the 9/3/2022 and continue to update the portal as the investigation continues.

Please upload any relevant documentation

Child Details

Child's Name

P01

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Name

P01

Phone Number

P03

Email Address

P03

Submitted By: P01