



## 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	Campbell Primary School Parents and Citizens Association Inc
Provider Number	PR-00005813
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Campbell After School Activity Centre
Service Approval Number	SE-00009652
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	Complainant Name: P01P01 Email: P01 Mobile: P03
	Complainant Name: P01 P01 Email: P03 Mobile: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Name: P0P01 Gender: Male Date of Birth: P02



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

Date Complaint/s received: Complaint from **P01 P01** (30th July 2020)

2020) Complaint from **P01P01** (31st July

Documents provided: Complaint Form - **P01P01**  
Complaint Form - **P01 P01**  
Incident Report - **P01P01** - 23 July 2020  
Email to **P01P01** and **P01 P01** - 24

July 2020

**P01**

Statement of Events 23 July 2020 - **P01**

July 2020 - **P01 P01**

Record of Conversation with **P01 P01** 23

**P01**

Statement of Events 24 July 2020 - **P01**

July 2020

Email to **P01P01** and **P01 P01** - 30

**Steps Taken / Actions Planned:**

- Approved Provider informed of the complaint 31 July 2020
- Contact made with CECA for consultation and advice
- Receipt of Complaint acknowledged to Complainants 31 July 2020
- Grievances Procedure will be followed with reference to the Grievances Policy
- Executive Director to investigate the complaint and review the circumstances and facts of grievance with the family, educators and staff members involved in the situation
- Executive Director to provide a response to the family outlining the outcome of the investigation within 14 days
- If the family is not satisfied with the resolution of the investigation, they can request for the CASAC Convenor (secondary representative of the Approved Provider) to review the resolution

**Notes:**

- There is an issue with the complainants currently not respecting the confidential nature of the complaints process and deliberately sharing information and complaint details with external parties. This has been brought to their attention and they will be reminded again of this requirement to maintain the integrity of the process/investigation.

Please upload any relevant documentation

200730 - <b>P0 P01</b> - Complaints and Grievance Form ( <b>P01 P01</b> ).pdf	Complaints Form - <b>P01 P01</b>
200731 - <b>P0 P01</b> - Complaints and Grievance Form ( <b>P01P01</b> ).pdf	Complaints Form - <b>P01P01</b>
Email to <b>P01P01</b> and <b>P01 P01</b> - 24th July 2020.pdf	Email to <b>P01P01</b> and <b>P01 P01</b> 24 July 2020
Email to <b>P01P01</b> and <b>P01 P01</b> - 30th July 2020.pdf	Email to <b>P01P01</b> and <b>P01 P01</b> - 30 July 2020
Incident Report - <b>P0 P01</b> 23rd July 2020.pdf	Incident Report - <b>P0 P01</b> - 23 July 2020
Record of Conversation - <b>P01 P01</b> 23rd July 2020.pdf	Record of Conversation with <b>P01 P01</b> 23 July 2020 - <b>P01P01</b>
Statement of Events - Friday 24th July 2020.pdf	Statement of Events - 24 July 2020
Statement of Events - Thursday 23rd July 2020.pdf	Statement of Event 23 July 2020 - <b>P01 P01</b>

Submitted By: **P01 P01**



## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01</b>