



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Narrabundah Children's Cottage
Service Approval Number	SE-00009816
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 P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	b01b01 P02 25 months
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	Verbal Complaint received from the mother on the 29/7/2020 at 2:15pm. The father had notified the mother that when he was collecting his child on the 28/7/2020 at 5:08pm, he had witnessed his child being rough with another child. The father indicated that his child was removed from incident by being grabbed and pulled by the arm by an educator. The Director of the Service, received the verbal complaint. The Director notified the CEO, P01 p01 at 2:23pm. The CEO appointed an internal investigation team at 2:25pm.

Submitted By: **p01** **p01**



Please upload any relevant
documentation

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P01	P01