



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	SDN Children's Services
Provider Number	PR-00005562
Provider Approval Status	Approved

Service

Service Legal Entity Name	SDN Children's Services Incorporated
Service Trading Name	SDN Bluebell Early Childhood Education Centre
Service Approval Number	SE-00009834
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 P01 (Mother) emailed CD for SDN Bluebell P01 P01 . P03 , P03 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

P01 P01 (Mother) emailed CD for SDN Bluebell **P01 P01**. The concerns raised in the email are currently being investigated by SDN and a risk assessment has been completed with support from the Operations Manager.

Details taken from parent email:

We all have noticed that **P01**'s behavior has significantly changed recently. I initially thought he had just returned to a new group and was still trying to adapt. However, I noticed him displaying signs of discomfort when **P01** is around. In particular, today he even attempted to avoid her by hiding behind me when I went to pick him up. This prompted me to engage **P01** in a conversation about his day at daycare when we got home. I started asking **P01** how his day went at daycare today. He told me that he had played with **P01**. Then I asked him, did you play with **P01**? He became upset and said I don't want to play with **P01**. So I asked him why and he told me that **P01** spanked him in the sandpit area.

Please upload any relevant documentation

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	IP01