



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	OORAMA OPERATIONS PTY LIMITED
Provider Number	PR-40001489
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Symonston Kinder Haven
Service Approval Number	SE-00009842
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 - 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 recieved 04/08/2021 Parent is concerned that there were only 4 staff in the nursery with 21 children in the room. The Parent spoke to the P01 P01 in relation to her outrage. The parent said the educators had told her that they were in breach of the ratio. The parent also wanted to know when the staff that had resigned were going to be replaced please see attached supporting documentation Actions taken / actions planned Supervision plan reviewed. Risk Assessment reviewed.
Please upload any relevant documentation	Supporting Documentation.pdf supporting documentation



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name **P01** **P01** - Centre Manager

Phone Number **P03**

Email Address **P03**