



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	The Young Women's Christian Association of Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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	Parent 1: P01 P01 P03 Parent 2: 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

On the 26th of July 2023 Email from family came in regarding an incident between three children at the Afters program that were involved in a altercation resulting in injury to a child. The Children were aggressive in both verbal and physical interactions and from this resulted in **P01** being hurt. Family was called as notification and the report was being written and finalised, family collected child before the NS was able to finish and approve the report.

The Family Complaint details their concerns and what they would like to occur from this incident, a senior manager attempted to call family at @10:18am on the 27th of July to follow up and left a message to call back to discuss the matter, from this a senior manager has also replied in email (attachment will be included) with all details asked such as copies of the finalised incident reports and the details around our actions to be taken to ensure the safety of all children on site, we have also agreed to waive fee's for this remainder of this week whilst the matter is being sorted.

Senior management Attended the program to support the NS onsite and review strategies and a plan to ensure this type of event is minimised in the future. 2 Senior managers have attended and observed both practice and interactions and will be monitoring the site in coming weeks to provide support and guidance to all staff and children at the program.

Please upload any relevant documentation

P01 P01	Reply email 27-7-2023.pdf	Reply email to complaint.
P01 P01	- 26.07.23.pdf	incident Report P01 P01 final 26-7-2023
P01 P01	- Complaint 26 07 2023.pdf	Email Copy of complaint 26-7-2023

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	P03