



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	Anglicare Alliance
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
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	P01 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	5/11/2024 Copy of complaint attached Copies of all email communication thus far attached Steps taken: -OOSH Team have been addressed -A temporary ban has been put on the use of technology -We are planning a training session around the correct use of technology and how it can compliment the program -The parent has been spoken with both over the phone and via email -Reporting requirements fulfilled -Discussions with Anglicare Leadership for further advice moving forward
Please upload any relevant documentation	

ANGLICARE - Incident Report42158.pdf	ISOPRO Internal report
email from P01 png	Original email raising concern



Reply email to P01 .png	Assistant Directors response to family
Email from P01 .png	Email from P01 (RP for OOSH)

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01