



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	Binara Early Education and Care Centre
Service Approval Number	SE-00009750
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	Mobile: P01 P03 Email: 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

26/4/22

Parent Name **P01** **P01** sent an email at 6:55 am.
To whom it may concern,

After discussing our options over the weekend, **P01** and I have made the difficult decision to cancel **P01** and **P01**'s enrolment. Unfortunately, we are emailing to advise that both **P01** and **P01** **P01** will no longer be attending the Binara Early Learning Centre effective immediately. We brought to your attention on Friday morning the 22nd our concerns regarding three unexplained bruises on **P01**'s left arm. Since the appearance of the bruises, we have notice a sudden change in **P01**'s demeanour. We have also had verbal communication with both boys and there does appear to be evidence of abuse while at the centre. This has caused great concern and distress for us. As such, we no longer feel comfortable with having them attend.

After we voiced our concerns on Friday morning, we were told that this would be looked into. However, we were not contacted on Friday with a follow up on the report and this has left us questioning whether the concerns were taken seriously. We have decided this is the best course of action for the safety of **P01** & **P01**.

Can we please receive a copy of your Family Service Fee Policy, the incident report for the "unexplained" marks on him, a copy of the complaints and grievance policy, a copy of mandatory reporting policy, as well as the incident/accident/illness policies held with your centre.

We are currently seeking advice on this matter and our obligations to report to the regulatory authorities for follow up.

I have attached two images, one from Thursday evening after we first discovered the bruises and the second, two days later for your records.

We are in the process of enrolling both of them into alternative child care facilities, and under the circumstances believe that the regular notice period should be waived in this occasion and any fees paid in advanced be refunded.

Please feel free to contact me to discuss this matter further, or for any questions you have.

I intend to drop the swipe cards we have to the centre during the week.

Kind regards,

P01 & **P01** **P01**
P03

Statements and incident report have been collated. Response to family will be actioned today.

Please upload any relevant documentation

P01 Statement from 22.pdf	P01 Statement
DOC260422.pdf	Incident Report
Hi P01 .pdf	Statement from P01
IMG_5172.JPG	Image of Bruise
IMG_5223.JPG	Image of Bruise



To whom it may concern.pdf Email from Family

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