



## 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	BMA Belconnen Pty Ltd ATF BMA Belconnen Unit Trust
Provider Number	PR-40013290
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Bright Minds Academy Belconnen
Service Approval Number	SE-40012576
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 Phone: P03 email: 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 was received via phone on Wednesday 2nd November 2022 at 2:10pm from **P01** after a phone conversation with educator **P01**. The complaint was received by **P01** Area Manager and Nominated Supervisor.

During the phone conversation **P01** alleged that **P01** yelled at her child **P01** who is enrolled at the service aggressively. She then said **P01** continued to argue with her in regards to how she was talking to the children and developmental stages of the children within the group. **P01** informed **P01** that she was coming to the service to collect her child and that she would like him removed from the room where educator **P01** is working. **P01** collected **P01** as the parent request and supervised by her until she arrived.

Upon arrival **P01** conversed with **P01** in regards to the communication she had witnessed and that **P01** was going to have a formal conversation with **P01** in regards to the interaction and communicating with children appropriately.

Please upload any relevant documentation

## Child Details

Child's Name	<b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>