



## 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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
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 p01 - Mobile: P03 Email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P0 p01 - P01, female, P02
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 received 31 July 2020  "Dear Feedback,  We are writing to raise our objections to the way a violent incident (which took place on Monday 20 July) at the Bruce Early Childhood Education Centre was managed.  Our daughter, P01 was hit and seriously scratched on the face by another child. The scratch was close to her eye.  We have waited over a week for an explanation of events. We continue to be troubled by:

Submitted By: P01 P01 p01



Discrepancies between the carer's and director's explanation of why an incident form wasn't filled in (please see e-mail trail below). As a result, no one notified us about the incident. We had to chase the centre for information.

The repeated delay in the director writing back to us to explain has eroded trust and confidence and caused anxiety about the wellbeing of our child.

We are unsatisfied with the explanation of events eventually provided, which doesn't account for P01 seeking help from a carer.

The child who hit our daughter has a history of (aggressive) behavioural issues. Not only do we want to be told if an incident occurs but we would like confirmation that this child is being helped to manage his emotions. We also want to know that all staff are aware of the problem and are reinforcing preventative measures. In addition to monitoring and social skills development, we think that simply keeping finger nails trimmed would significantly reduce the damage a child can do if they lash out and it is worth passing this message onto the boy's parents.

Lastly, we are concerned that the Bruce Centre is under resourced. If this is a contributing factor to this incident or the way it was managed, we think it's important for the consequences to be known and parent's perspectives to be heard. This is another reason we are writing this complaint.

Kind regards,

P01 P01 and p01 p01 "

Note: other information to follow as required: email chain between Director and family, record of conversations between Director and family.

Steps taken:

1. Both educators this incident relates to were spoken to in regard to the importance of following the incident/illness reporting procedure, including regarding what should occur if a child arrives in care with an injury.
2. All educators reminded about this via Friday housekeeping email.
3. All educators to read and review the Incident/Illness policy on or after 3 August 2020, no later than 7 August 2020.
4. Agenda item added to staff meeting scheduled for Tuesday August 18 2020.
5. Early Childhood Teacher has had conversations with the family regarding this incident and this has also been followed up with the Early Childhood Teacher and the Director.
6. Conversations had in regard to this incident with the family included the above information. The family also had the behaviour toolkit explained to them. Data from the behaviour toolkit (Behaviour routine chart) has begun to be collected by the Early Childhood Teacher to analyse whether routine changes are affecting behaviour. ABC charts (antecedent, behaviour, consequence) will be completed if indicated. Jottings have also been taken in regard to the children's play.
7. The Executive Manager (Children's programs) has followed up the email complaint with the family and has offered a meeting between the family and the Director. Following this there was a phone conversation with the family from the Executive Manager (Children's Programs) and she will meet with the Director on Tuesday 4 August 2020 to discuss further and will liaise with the family in regard to this conversation.
8. The service will continue to provide active supervision to children throughout the day, and particular attention will be paid to handover



[Redacted]

times for breaks as required.

Please upload any relevant documentation

Documents to be submitted later.

## Contact Details

Name	P01 P01 p01
Phone Number	P03 [Redacted]
Email Address	P01 P01 p01 [Redacted]