



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Busy Bees at Amaroo
Service Approval Number	SE-40007033
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 mother P03 [REDACTED] P03 [REDACTED]



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

30/11/2022- Email received

Body of Email

' After my husband and I picked up **P01** up from daycare today, 30 November, we noticed that both her arms and face are very sunburnt, pictures attached.

What is the centres policy and protocols on applying sunscreen? We were of the understanding that the carers are responsible for applying sunscreen before the children play outside.

P01 call the Busy Bees enrolments team on 12/12/2023 to follow up on her concerns and then informed the enrolment team of other issues: The level of care being provided and her child came home sunburnt mother, the mother sent an email with no response from the Service Manager, (SM) and the SM is never visible to speak with. The service keeps asking parents to keep their children at home due to staffing shortages and the is no communication and the fees are also increasing.

The Service Manager has had conversations with educators to ensure they are fully aware of the policies and procedures and to ensure that these are being followed as the educators within the room were casuals or new starters.

On 12 December 2022, the Service Manager, **P01** spoke with educators within the room to see how they were going and to remind them to be completing the sunscreen registers. **P01** also spoke with the educators to make sure they are checking the UV index before going out as the UV can change throughout the day.

The acting Area manager contacted **P01** to discuss the incident and she was concerned that it may have been an allergy or sunburnt but no one contacted her to discuss the incident. **P01** was happy to get a call and was glad that someone was actively working on her concerns.

Next steps:

SM or the responsible person will be checking the sunscreen registers throughout the day across the service, and giving constant reminders to the educators about the importance of these forms to be filled out.

The Area Manager returned from annual leave on 13 December 2022 and reviewed communication on Storypark to see what information has been uploaded in the last few months. Storypark demonstrated communication has been sent to families via this method. The current SM, **P01** submitted her resignation on Monday 5 December which has been communicated to families on Wednesday 7 December 2022. Busy Bees have will have **P0-P01** step in as Acting Service manager while we recruit a permanent Service Manager. A handover is occurring this week and emails will be reviewed to ensure that all families have had a response.

The Area Manager has also left a message with **P01** to follow up on her concerns regarding staffing, communication and the quality of the service to ensure robust strategies can be put in place.

Please upload any relevant documentation

Documents to be submitted later.



Child Details

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

Contact Details

Name	P01
Phone Number	P03
Email Address	P03