



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	North Belconnen Community Association Incorporated
Provider Number	PR-00005854
Provider Approval Status	Approved

Service

Service Legal Entity Name	North Belconnen Community Association Incorporated
Service Trading Name	Cooinda Cottage
Service Approval Number	SE-00009769
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 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	Complaint emailed to Cooinda email 16.12.24 at 3.56pm by ACT Human Rights Commission Complaint read by Director 17.12.24 Complaint discussed with P01 p01 (Service Director) and p01 p01 (Executive Director) NBCA recognising the alleged complaint was retracked verbally by the parent upon phone discussion with Executive Director (p01 p01) Complaint about enrolment status not current as the child still continues fulltime and is enrolled at Cooinda 4 days per week in 2025 Lawyer from Sneddon, Hall & Gallop contacted to represent NBCA 17.12.24 Lawyer, P01 p01 and p01 p01 engage in a teams meeting 17.12.24 17.12.24 & 18.12.24 - evidence collected to forward to lawyer to lodge with ACT Human Rights Commission
Please upload any relevant documentation	



Initial letter to Cooida Cottage Early Childhood Centre.pdf	Complaint initial letter
Timeline - P01 P01.docx	Timeline - P01 P01
p01 p01 Email Copy to P01 Sept 2024.docx	p01 p01 Email Copy to P01 P01

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