



## 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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Harrison Early Childhood Centre
Service Approval Number	SE-00009790
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	Name: <b>P0 P01</b> Mobile: <b>P03</b> Email: <b>P03</b>
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	name: <b>P01 P01</b> Gender: Male <b>P02</b>



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

I received the complaint on Thursday 11th March at 7.51am.

The email was:

"Hello

Yesterday after childcare **P01** would not stop crying until I took off his shoe and on his right foot his second toe was bent backwards dislocated and very sore .. I think this was from one of the workers putting his shoe on. I didn't get a photo of it while it was backwards as I freaked out and my friend straightened it straight away but I have photos of it after it. Please ask the workers to be careful putting his shoes on I was horrified that someone had used that much force to get his shoe on".

There were 2 photos attached also which I will upload.

This morning **P01** dropped **P01** off at the centre and spoke to the Educators in the room (**P01** and **P01**) about what happened and they explained they didn't see **P01** crying or walking badly the previous afternoon. The educators said **P01** did not seem concerned and left in a hurry. The educators also said his toe is fine, there is no bruising and he is able to move it with ease.

I have also logged this **P05**

**P05** have also spoken with **P01** **P05**.

Please upload any relevant documentation

<b>P01</b> 's foot- photos.docx	Photos of <b>P01</b> 's foot
<b>P01</b> .pdf	Educator statement
<b>P01</b> .pdf	Educator statement
<b>P01</b> .pdf	Educator Statement
Written Statements by educators in relation to <b>P01</b> <b>P01</b> and the complaint raised by his mother <b>P0</b> <b>P01</b> .docx	Educator Statement

## Contact Details

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