



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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

Service

Service Legal Entity Name	Insight Early Learning Throsby Pty Ltd
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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	Name: P01 P01 Email: P03 Phone Number: 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

On 10.01.2024 late afternoon, Parents advised educators that **P01** went home with wound marks at the back and side of her body, armpit and a bite mark on her arm that no one had communicated with them. Educators were questioned to see if they could recall any situation during the day that could have caused the marks on **P01**'s body. Educators didn't witness any incident with **P01** on 10.01.2024. The family was requested to provide the centre with photos of the wound to be uploaded on the incident report. The CCTV cameras were checked on 11.01.2024 to see if, on the previous day, **P01** had any incident that could have led to the marks on her body, although no evidence was found on the footage. The Centre director attempted to call **P01 P01** on 11.01.2024 upon finalizing the CCTV camera check to update him on the outcome. **P01** didn't answer the phone on that day. We then organize a meeting to follow up on their enquiry on Friday 12.01.2023 at 5.00pm.

During the meeting, **P01** explained that the first action from Insight Throsby once they received the notification of the marks on **P01** body was to ask her educators if they could recall any moment of the day that could have led to the marks. The educators could not recall when the marks could have appeared on **P01**'s body, therefore **P01** checked the CCTV on 11.01.2024 for the previous day, 10.01.2024 from 9:20am to 3:45pm which was the whole period **P01** attended Insight Throsby. The footage didn't show any moment that **P01** could have acquired the marks on her body, the only scene that could potentially have left a mark on **P01**'s body (just one mark, not all alleged by family) was a child who was manipulating a wooden toy spatula touching once the spatula on **P01**'s back.

P01 emphasised to **P01** that incidents while children attend the centre will happen and the centre follows the incident policy and procedures when they occur. Sadly, sometimes incidents take place without educators noticing them, although even in these circumstances the centre still provides families with an incident report and emphasises the active supervision plan to educators to minimise incidents from going unnoticed.

P01 mentioned that incidents happened and the only thing he would like to know is how **P01** got all the marks on her body

P01 mentioned to **P01** that the marks on **P01**'s body could potentially be the result of dry skin which is quite common in children, especially when they start daycare for the first time as they are been exposed to a variety of elements and natural materials in the outdoor environment for the first time.

P01 advised **P01** to have **P01** checked by a medical practitioner to confirm or discard the possibility of eczema.

P01 also mentioned to **P01** that the marks on **P01**'s body didn't seem to have occurred on 10.01.2024 as according to pictures taken a few minutes after **P01** was collected from the centre shows that a new skin was already being healing on the wounds.

P01 told **P01** that **P01**'s skin was clear before they dropped her off on 10.01.2024 as they checked her body every day before and after attending the centre.

Due to **P01** not get an answer from the centre on how **P01** got the marks on her body. **P01** asked for this incident to be reported to the Department of Education.

Please upload any relevant documentation

P01 P01 Incident report.pdf	Incident report
P01 Complaint_Grievance-Management-Form_family_Version1.0-QA6CGMFF.pdf	Complain Management form
Photo 1.jpeg	Photo

Submitted By: **P01 P01**



Photo 2.jpeg	Photo <u>P01</u> [REDACTED]
Photo 3.jpeg	Photo <u>P01</u> [REDACTED]

Child Details

Child's Name	<u>P01</u> <u>P01</u>
Child's Gender	Female
Child's Date of Birth	<u>P02</u> [REDACTED]

Contact Details

Name	<u>P01</u> <u>P01</u>
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]