



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	Peter Pan Early Learning by Busy Bees
Service Approval Number	SE-00009823
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 Email: P01 P01 Phone: 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

An email from **P01** **P01** was received on 26.09.2022 @ 21:10pm. This email highlighted concerns that her child/other children have been repetitively bitten. The recent bite for **P01**'s child was not communicated by educators to the parent on collection or via phone throughout the day. **P01** spoke with educators and they could pinpoint a time the child became upset however this child quickly settled and moved on with playing outside. An incident report has been created using this information and the parent has signed the incident form.

P01's email was responded to by the Service Manager, **P01** **P01** on 27.09.22 @ 19:04pm. This summarised strategies that have been taken and how the service was managing the biting situation.

Steps Taken by Service:

Following the Busy Bees Manage a Serious Incident (includes complaints) at the Service policy;

The Area Manager was notified of the complaint on 26.09.22;

P01 spoke to all families that were included in the email to determine their understanding of their concerns;

P01 held a team meeting with the educators in the Junior Toddler room on 27.9.22 to discuss strategies for managing biting and supervision surrounding incidents.

Using the feedback received by **P01** and the team meeting the Behaviour Support Plan for a child was revised.

P01 has informed the family of the updated behaviour support plan and continues to work collaboratively with the parents.

Please upload any relevant documentation

Email from **P01** **P01**.docx

Copy of Email from **P01** **P01**

P01 **P01**_20220926.pdf

Incident Report

Child Details

Child's Name

P01 **P01**

Child's Gender

Female

Child's Date of Birth

P02

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P03