



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	OORAMA OPERATIONS PTY LIMITED
Provider Number	PR-40001489
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Symonston Kinder Haven
Service Approval Number	SE-00009842
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 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 Received: 11/05/2023 The parent emailed the service concerned that her child had multiple scratches/welts on the back of her neck. When the parent asked educators what happened, no one could tell her where the scratches/welts came from. No incident report was made until the parent mentioned it. Please see attached email from the parent to the service. Actions Taken: 1. Centre Manager has spoken with the parent regarding starting an investigation. 2. Centre Manager has gathered witness statements. 3. Centre Manager has requested CCTV regarding the incident. 4. Review of policies such as code of conduct, confidentiality, supervision and child protection.
Please upload any relevant documentation	



Sup Docs.pdf

Supporting Docs

Child Details

Child's Name

P01 P01

Child's Gender

Female

Child's Date of Birth

P02

Contact Details

Name

P01 P01 - Centre Manager

Phone Number

P03

Email Address

P03