



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	Radford College Limited
Provider Number	PR-00005860
Provider Approval Status	Approved

Service

Service Legal Entity Name	Radford College Limited
Service Trading Name	Radford College After School Care
Service Approval Number	SE-00009699
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	We received a complaint from a Pre K parent Parent – P01 P03 Radford College - P01 P03, 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	<p>People:</p> <ul style="list-style-type: none"> • Pre K student – P01 • OSHC Educator – P01 • OSHC Director – P01 • ELC OSHC Coordinator – P01 • ECS Coordinator - P01 • Pre K teacher class teacher – P01 • Assistant Head of JS – P01 • Head of Junior School – P01 • Parent – P01 <p>Complaint:</p> <p>Thursday 15 August 2024:</p> <ul style="list-style-type: none"> • An incident occurred at ELC OSHC at the start of the program, during afternoon play. • P01 was asked to stop chasing another child, she hit the OSHC staff member involved. • Several OSHC staff attempted to redirect P01, she continued to hit OSHC staff members.

Submitted By: P01



- P01 contacted parents, requesting them to collect P01.

Friday 16 August:

- P01 sent an email requesting further details and an outline of the response from the college.
- P01 investigated with OSHC staff and documented the incident, following up (via email as requested) to P01.

Monday 19 August:

- Lengthy email received from P01, including:
 - o Request for copies of college policies
 - o citing consulting a senior legal team, senior psychologist and media
 - o formal 'incompetence investigation' into misconduct of P01 - Director of OSHC
 - o concerns regarding P01, specifically involving harm from other students, deliberate isolation and food safety
- P01 requested we only communicate via email, ensuring a paper trail for possible litigation.
- P01 confirmed that he had shared the details with two other families.
- We have reviewed ELC CCTV – details below
- Radford College OSHC self-reported the complaint to CECA

Context:

- P01 commenced at Radford college in Feb 2024.
- P01 attends Pre K program from 9am- 3pm, and the OSHC program from 3pm.
- P01 has difficulty with expressive language and does not articulate her thinking or needs to educators easily. Regularly P01's communication is one sided and often copies or repeats the staff's language and phrases.
- There have been many documented instances regarding P01 using "hand on" with other students.
- We have no evidence of P01 or P01 targeting P01.
- So far this year, there have been three documented incidents of P01 initiating contact (cuddle) with P01. Each time our staff have reminded both students that we don't cuddle at school.

CCTV Footage review

- 15.10 P01 approaches climbing frame
- 15.11 P01 seen running past chasing P01
- 15.11.34 P01 still chasing child, P01 seen to advise P01 to stop chasing.
- P01 strikes P01 on the arm
- P01 asks P01 to sit to the side
- 15.11.44 P01 approaches P01 to redirect her, she appears to strike him again
- 15.11.50 P01 observes P01 engagement with P01
- 15.12.13 P01 moves to the seat at the side near the window
- 15.12.30 P01 continues to monitor P01 and advises P01 of the situation
- 15.12.45 P01 converses with P01 regarding the situation
- 15.12 – 15. P01 is seen to stand up, move around the area, there are no visible signs of distress
- 15.16.33 P01 speaks P01 at child's level, seeking to understand P01 unmet needs
- 15.18.05 P01 walks away, P01 lingers around the table/area
- 15.21.46 P01 runs to the playground area, hits P01
- 15.21.50 P01 returns P01 to the thinking area



15.21.54 P01 strikes P01 again
 15.22 P01 attempts to redirect P01
 15.24.35 P01 notices P01 standing up, he requests she sit down,
 15.24.47 P01 strikes P01 again, he redirects her to sit down
 15.25.53 P01 lingers around the table, P01 asked her to sit down
 15.25.56 P01 sits down
 15.26.04 P01 checks on P01
 15.28.07 P01 removes her hat, lingering around the table
 15.28.28 P01 walks to the playground
 15.28.35 P01 returns P01 to the seat near the window, P01
 speaks to P01
 15.29.21 P01 arrives, speaks with P01 . P01
 reported that P01 was striking her
 15.29.52 P01 arrives at the conversation, stands behind
 P01 to observe,
 15.30.02 P01 leaves to the playground, P01 remains speaking
 with P01
 15.31.07 P01 escorts P01 to the office

Please upload any relevant documentation

Email correspondence Radford College and P01.pdf	email correspondence
Nexus - P01.pdf	documentation regarding issues this year

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01
Phone Number	P03
Email Address	P03