



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	Baringa Childcare Centre Incorporated
Provider Number	PR-00005806
Provider Approval Status	Approved

Service

Service Legal Entity Name	Baringa Childcare Centre Incorporated
Service Trading Name	Baringa Early Learning Centre
Service Approval Number	SE-00009748
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	P01 P01 : P03 : P03 P01 P01 : P03 : 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

Parents of children within the same cohort, brought to the attention of the Service, an incident in the outdoor play space on the afternoon of 12 February, where children were engaging in rough play with their peers.

The parents provided their feedback after hours and was received on 13 February with the Team Leader/Early Childhood Teacher (Team Leader). The Team Leader discussed the matter and next steps, including reiterating the safety and wellbeing of the children are the Service's priority. The discussion included implementing strategies to guide the children in recognising boundaries in play.

The steps taken and actions planned include:

- Team Leader responding immediately to the parents as a reflection of ongoing transparency and support for the families
- Team Leader assured the parents that the safety and wellbeing of the children are a priority for the centre.
- The Service is actively addressing rough play. Strategies are being implemented to guide children in recognising boundaries in play and emphasising the appropriateness of their actions.
- The Service also contacted the child who was mentioned in the rough play to ensure a holistic approach and the parent was also open and supportive.

Please upload any relevant documentation

Child Details

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

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03