



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	Ngunnawal School Age Care
Service Trading Name	Communities@Work Ngunnawal Out of School Hours Care
Service Approval Number	SE-00009684
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	Name: P01 P01 Phone Number: P03 Email: P0.P01 P01



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 23/10/2023.

Summary of Complaint: The family has previously requested that P01 not be given frozen foods as this is a trigger for her P05. On Friday 20th P01, P01 (father) arrived to collect P01 and she was eating an ice pop. The educator P01 then spoke to was unaware of the requirement to not eat frozen foods. P01 also expressed that he and his wife had to sign multiple versions of the medication consent form.

Actions taken in response: P01, P01 (Senior Educational Leader) attempted to call P01 on 23/10/2023, however was unable to get through and a voice message was left. P01 then emailed P01 on 23/10/23 outlining that the following steps were taken; the services allergy and medical condition wall display was updated to specify frozen foods next to the P05 description, P01, P01 (Senior Educational Leader) attended the service to speak with the team regarding the issue, the doctor letter outlining the frozen food specification was printed for all educators to read and sign, and the leadership team ensured all required documents were correct, signed and within the services medical folder.

Full versions of the complaint and response are attached.

As of 12:21pm 24/10/2023 no response has been received from P01, P01

Please upload any relevant documentation

P01, P01 - Complaint 23.10.2023.pdf	P01, P01 - Original Complaint
P01, P01 - Compliant Response 23.10.2023.pdf	P01, P01 - Complaint Response

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