



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	CSIROCARE Black Mountain Inc
Provider Number	PR-00005826
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	CSIROCARE Black Mountain Early Childhood Centre
Service Approval Number	SE-00009770
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	Parents P01 P01 P01 Phone P03 email address: P03 P01 P01 (educator) Child name P01 P01 D.O.B P02 female Parents name P01 P01 phone P03 email address: 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

On Monday 22nd November 2021, I received a phone call from one of our parents **P01 P01**. She asked me if she could talk to me in private. I called her at 1:54 pm on my working mobile phone. **P01** had some concerns about one of our staff's behaviours **P01 P01**. When she picked up her son at 4:35 pm on 19th November, she saw the educator was shouting at one child in the room. From **P01** perspective, that educator looks angry and aggressive. The parent wants us to keep this conversation confidentially, but I told her that I have to submit a notification to Children's Education and Care Assurance. Because it is a formal complaint from parents. I also need to do some investigations to know what exactly happened on that day.

The followings are some investigations:

- **P01 P01** (co-worker)

She said she didn't feel it was shouting. **P01** was saying "What are you doing?" to the child. I also asked **P01** if she had any concerns about **P01**'s behaviour. She said no. **P01** also said that **P01** would only raise her voice when she saw children in danger.

- **P01 P01** (room leader)

P01 said that she doesn't have any concern about **P01**'s behaviour.

- **P01 P01** (floater)

P01 said that she doesn't have any concern about **P01**'s behaviour.

- **P01 P01** (co-worker)

P01 said that the child was keeping slapping **P01** during that time. **P01** tried to ask the child stopping doing that.

- **P01** (the educator who was complained by parent)

I talked to **P01**. **P01** said that she couldn't remember. She didn't remember that she was shouting at one child.

- The relationship between **P01** and that child:

P01 and that child was very close.

Here comes to the solutions after investigating:

- Inform **P01** about our investigations and our solutions
- Offer training to **P01** regarding how to communicate with children
- Often observe **P01**'s behaviours in the centre
- Offer **P01** some time off (she had worked in the centre during lockdown time)

Please upload any relevant documentation

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**

Submitted By: **P01 P01**



ACT
Government
Education

Notification Number: **NOT-40596614**
Date generated: 23/11/2021

Email Address

P03

Submitted By: P01 P01