



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Harrison Early Childhood Centre
Service Approval Number	SE-00009790
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 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	The allegation was reported to a P05 and the Centre Director on Wednesday 28 June 2023 by P05 working closely with the P01 family. The mother, P01 was picking up P01 from the service on Tuesday afternoon when she alleges she observed an educator smack P01 on her hand. P01 was contacted by the Centre Director via phone on Wednesday 28 June to clarify the information provided and seek further details. P01 has provided further information and a brief description of the appearance of the educator, however was not able to name. The allegation also states information to the effect of educators being mean to P01 and questioning the opportunity for any previous physical harm to her. The matter is under investigation.				
Please upload any relevant documentation	<table border="1"> <tr> <td>Conversation with P01 28.6.2023.pdf</td> <td>P01P01 - P05</td> </tr> <tr> <td>Conversation with P01 - 28.6.2023.pdf</td> <td>P01P01 - mother</td> </tr> </table>	Conversation with P01 28.6.2023.pdf	P01 P01 - P05	Conversation with P01 - 28.6.2023.pdf	P01 P01 - mother
Conversation with P01 28.6.2023.pdf	P01 P01 - P05				
Conversation with P01 - 28.6.2023.pdf	P01 P01 - mother				

Submitted By: **P01** **P01**



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	P01 P01