



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

Service

Service Legal Entity Name	
Service Trading Name	Majura Early Childhood Centre
Service Approval Number	SE-00009809
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 P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 P03 P03 P03 P01 P01 P02 Female



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 Friday the 2nd of October, P01 and P01 P01 spoke with P01 (Assistant Director) on the phone in regards to their concern that their daughter P01 was experiencing significant stress after being injured several times by another child in the Toddler Room that week. One of these injuries in particular was quite significant, with P01 being required to receive medial treatment after being pushed and hitting her face on a shoe rack. In their conversation with P01, P01 and P01 explained that P01 had been demonstrating several unusual behaviours over the past few days, such as waking up several times distressed during the night, hitting her parents and grandparents, reverting to more 'baby' language than she usually uses, and rocking back and forth in her high chair. Their concerns are recorded in more detail in the Record of Conversation attached.

In response to the concerns raised to P01, I (P01 P01) contacted P01 and P01 to further discuss their concerns and check in on both their wellbeing and P01's. Earlier in the week, following the incident when P01 was pushed, P01 P01 (Toddler Team Leader) spoke with psychologist P01P01 in regards to how we can support both P01 and the child who has pushed her, as he has been engaging in some challenging behaviours recently. Next week I will be contacting the family of this child, to further discuss what may be driving these behaviours and how we can support their child to communicate with his peers in a way that keeps himself and others safe. I will also be seeking more guidance from psychologist P01 P01 in regards to P01's drastic change in behaviour and how we can best support her through this challenging time.

Please upload any relevant documentation

Record of Conversation P01 P01 2.docx	ROC- P01 and P01 P01 2
Record of Conversation- P01 1 P01 .docx	ROC- P01 and P01 P01 1

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01