



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	Think Childcare Services Pty Ltd
Provider Number	PR-40000153
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nido Early School Amaroo
Service Approval Number	SE-40007033
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 (Mum) 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

16 June 2021

Nominated Supervisor (p01 P01) was not at the Centre on the 16 June 2021 and p01 P01 (mum) spoke to p01 p01 (Educational Leader) as p01 had a message to return her call. p01 wanted to discuss her concerns about what p01 (child) had said to her. p01 stated that p01 had said "p01 P01 (p01) sometimes gets frustrated at the children and grabs the children across the room." She also said "When she gets upset p01 grabbed her on the top of her arm and pulled her to the other side of the room. This hurts her. She is scared of p01".

Steps Taken:

- 1) Contacted PQL and HR
- 2) Requested Written statement of conversation
- 3) Parent advised that we would conduct an Investigation and p01 would contact her tomorrow morning 17 June 2021.
- 4) p01 was served a letter of suspension at 7.30 am on the 17 June 2021 on her arrival to the Centre.
- 5) p01 contacted p01 at 8.52 am to ask if she was available to have a meeting to discuss her concerns in person.
- 6) 17 June 2021 @ 2.00pm, a meeting was held between p01 P01, p01 P01 and p01 p01 (Service Administrator). p01 P01 (Father) was also called during the meeting.

To follow:

- 1) Contact Ombudsman in relation
- 2) Written statement by p01 p01
- 3) Meeting Minutes
- 4) Internal Investigation notes

Information will be upload as it is received during investigation.

Please upload any relevant documentation

Child Details

Child's Name	p01 p01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	p01 P01
Phone Number	P03
Email Address	P03

Submitted By: p01 P01