



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Peter Pan Early Learning by Busy Bees
Service Approval Number	SE-00009823
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	Parent/Next of Kin Name: P01 P01 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 5 November 2022, **P01** called the Busy Bees enrolment team and this message was passed on to the Service Manager (**P01 P01**) at Peter Pan. **P01** called **P01** and left a message to call back. Several hours passed and **P01** called **P01 P01** (Area Manager) to discuss the incident the previous day with **P01** and to seek advice on how to proceed. It was decided a follow-up email informing **P01** of **P01**'s call and in addition provided contact details for **P01**.

On Saturday 5 November 2022, **P01** emailed **P01** outside business hours. This email contained information that was different from the incident reported by **P01**. **P01** alleged that the information provided was different from what **P01** has informed her at the time of notification. **P01** stated that an educator, **P01** had provided an accurate account of what occurred. **P01** was the person that observed the incident and initially provided first aid treatment and informed **P01** of the incident. **P01** had alleged that **P01** was very upset and was informed by **P01** that he had been since the incident occurred. **P01** has accused Peter Pan of being neglectful to **P01** needs. Initial conversation with educators stated that **P01** was upset at the time of the incident but was observed playing happily with his friends not long after the incident occurred.

In the same email, **P01** also claims that on Friday 4 November 2022, an ex-employee, (**P01 P01**) of Busy Bees was taking screenshots on SnapChat of **P01**. **P01** states that **P01** must have breach confidentiality of the incident that occurred on Thursday 3 November which is why **P01** was screen saving these posts and sending them to **P01**.

On Monday 7 November, **P01** responded to the email and inform **P01** that a report would be made to CECA and that the incidents would be investigated.

Please upload any relevant documentation

RE_ Peter Pan centre incident!.pdf

Email of Incident

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: **P01 P01**