



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	OORAMA OPERATIONS PTY LIMITED
Provider Number	PR-40001489
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Symonston Kinder Haven
Service Approval Number	SE-00009842
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



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

Date complaint received: 18/01/2022

Summary:

On drop off on the 19th January 2022, **P01 P01** (mum) informed **P01 P01** (Centre Manager) of an incident that occurred the afternoon before at pick up with **P01 P01** (son) and **P01 P01** (father).

P01 P01 informed **P01 P01** that **P01 P01** had mentioned that he had seen an educator (**P01**) hit **P01 P01** on the wrist at pick up on the 17th January at 15:54. **P01** informed **P01 P01** we would investigate this for her.

P01 phoned **P01 P01** on the 18th January 2022, at 11:30am to ask him to provide a written witness statement. **P01 P01** explained on the phone, that he was unsure what he had witnessed as there was another child crying at the time of pick up on the 17th January. **P01 P01** explained that he had walked into the junior preschool classroom, to outside, and saw **P01** with **P01 P01** and what appeared to be her hitting him on his wrist/hand. He is unsure whether this is what happened.

P01 P01 (father) explained when he got home with **P01 P01** **P01 P01** informed him, that **P01** had hit him and called him naughty.

P01 P01 asked to provide a written statement and said he would provide one later this afternoon once he finishes work.

Actions taken/planned:

1. CCTV has been requested to be archived and reviewed
2. Witness statements taken from parents and child
3. Team to review and reflect on guiding Children's Behaviour Policy and seeking additional support from practice partner **P01 P01**
4. Team to review and reflect on positive interactions with children.
5. Nominated Supervisor to review learning lounge and review appropriate modules on guiding children's behaviour
6. Child Protection Statement of Commitment to be reviewed with the team and unpacking restricted practices.

Supporting documentation attached.

Please upload any relevant documentation

Supporting document.pdf

Supporting documents

Child Details

Child's Name

P01 P01

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Submitted By: **P01 P01**



Name	<u>P01</u> <u>P01</u> - Centre Manager
Phone Number	<u>P03</u>
Email Address	<u>P03</u>