



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
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	Complaint received 08/08/23 Details: The parent emailed the centre and raised concerns regarding the following: 1) When the parent arrived to collect her child she found another child alone in the preschool room 2) An incident involving her child where children were able to eat the contents of an ice pack 3) supervision and incidents occurring Actions Taken: 1) Investigation underway 2) Team members are reviewing the following processes: - Supervision plans - supervision toy box talk - supervision training modules on learning lounge - environment set ups - incident management



Please upload any relevant
documentation

KH Symonston.pdf

supporting doc

Child Details

Child's Name

P01 P01

Child's Gender

Female

Child's Date of Birth

P02

Contact Details

Name

P01 P01 - Centre Manager

Phone Number

P03

Email Address

P03