



## 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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Capital Region Community Service Limited
Service Trading Name	Bruce Ridge Early Childhood Centre
Service Approval Number	SE-00009755
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	<p>P01 P01 Phone: P03 Email: P03</p>
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	<p>On the 15th of April P01 was observed to have a scratch on his nose. His two educators had noticed this when P01 came over to them. P01- his educator completed an incident form and called P01's mother- P01 was verbally upset over this incident and expressed great concerns over the phone about another child injuring her child. She was concerned about it being unwitnessed and said her child has been coming home for weeks with scratches and bruises.</p> <p>I was informed by another educator that on the 9th of April P01 spoke with P01 responsible person at the time. She approached P01 responsible person at the time, regarding two scratches on P01's face—one on his right cheek and one on his left. P01 had no prior knowledge of the injuries and noted that both scratches appeared old with scabbing present. No incident had been reported to her, and she communicated this to the mother.</p> <p>P01 also spoke with P01, another educator in P01's room. P01 explained that she had not witnessed how the scratches occurred. However, she mentioned that P01 had recently been exploring the outdoor bush area, which could have potentially caused the scratches. P01 did not express any discomfort or indicate that he was hurt.</p>

Submitted By: P01 P01



Between April 8th and 10th—P01's regular attendance days—I saw his father each morning. He greeted us warmly and appeared relaxed; he did not raise any concerns or mention the scratches. Following the discussion with P01's mother and P01 informed the Rivergum educators to be observant of P01 during playtime. I specifically asked them to monitor whether he might be scratching himself or sustaining minor injuries while playing outdoors. P01 was assigned to closely observe his interactions and provide updates to both myself and his mum if any incidents occurred.

On the 16th of April- I contacted P01 shortly after her phone call with P01 where she was upset about P01's scratch. During our conversation, she seemed upset and defensive. She stated that P01 regularly comes home with scratches and bruises and that she had previously raised these concerns without seeing resolution. P01 expressed frustration, claiming the service was not taking her concerns seriously, and accused staff of inadequate supervision and neglect. She described the situation as "illegal" and insisted we were failing in our duty of care.

I explained our staffing ratios and outlined our supervision practices, reassuring her that our educators are attentive and maintain appropriate adequate supervision at all times. However P01 was unconvinced and reiterated that if proper supervision were in place, P01 would not be coming home with injuries. She also claimed that other parents shared her concerns.

Throughout the conversation, I attempted to clarify that the scratch on P01's nose had not been witnessed, and that he had not reported any incidents earlier in the day. I also informed her that P01 often explores outdoor bush areas during play, which may account for some of the minor scratches observed. Despite this, P01 maintained that because her son claimed another child had hurt him, she believed the injury was caused by that child.

I invited P01 to attend a formal meeting the following week, where P01 (our executive manager) would also be present. P01 agreed to the meeting, and we scheduled a time for the discussion to take place. Following the meeting invite P01 sent an email:

Hi P01,

I am writing this email in preparation for our meeting next week and to discuss with you and P01 our concerns.

As our son, P01, has been coming home with scratches and injuries on his face, nose, and cheeks for the last couple of weeks, we as parents now feel we need to sit down with the BRECC team to devise a way to prevent it. P01 has told us about these incidents and shared with us that another child from the centre is hurting him.

I have spoken to the educators from the Rivergum room and we have to admit we are struggling. The educators seem unaware and unwitnessed of the situations leading to these injuries. Hence, we are mostly concerned as adequate supervision must be in place at all times during a child's attendance. The incident report that was conducted yesterday after P01's injury states it was unwitnessed. This has been the case for the last 2 weeks when I spoke to educators, they seem unaware of the incidents occurring. That's why we need to take the matter seriously so that this does not reoccur.

Thank you for listening to our concerns P01.

Kind Regards,  
P01



Please upload any relevant documentation

We will be meeting on the 22nd of April at 8am. In the meantime we have also handed out our policy on adequate supervision to ensure all educators are fully aware and understand our policy and procedures. Documents to be submitted later.

## 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