



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	Northside Community Services Limited
Service Trading Name	Civic Early Childhood Centre
Service Approval Number	SE-00009766
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) email: 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	Monday 20th November 2023 Written complaint attached: Actions taken Meeting with Centre Director Phone communication with the Director of the Early Childhood Immediate discussions with the team in the centre especially focusing in the room where the child is. Immediate additional supervision in the classroom and the centre overall. Contact made with P01P01 a Phycologists who delivers conscious discipline training to the educators. Additional support in place with Northside Head Office working from onsite.
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01
Phone Number	P03
Email Address	P03