



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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 male P02



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 the afternoon of Thursday 18th February P01 P01 picked up P01 P01 from care. P01 had a concerning knock to the head and P01 was picking P01 up early. P01 is P01's sister's father. As P01 was leaving he seemed agitated and while holding P01 he said words to the effect of "You might want to rethink how you handle children". I questioned what he meant as I did not understand. I tried to engage P01 into conversation but all I really got was he was the closest person P01 had to a father and he was P01's sister's father. I could see he was angry but he did not disclose any further details, so I was left unsure when this had actually happened.

P01 then said while he was walking his dog (he wasn't specific about when an incident may have occurred) he had seen a male educator grab P01 by the arm and squeeze his cheeks. He indicated that P01 had a bruise on his cheek. I had seen the bruise earlier that day when I went to the classroom when P01 has knocked his head.

I asked did he want to make an official complaint and could he tell me more. He said no but after I pressed him left me his phone number. I commenced investigating the complaint as the child and P01 were unknown to me, I was filling in for the Director in his absence.

We have a number of male staff

P01 P01 - absent

P01

P01 P01

P01 - absent

P01 P01 - Chef

P01 Kitchenhand

I immediately commenced an investigation. INCOMPLETE

I asked P01 Room Leader did she have any concerns of any of the male staff being rough in their handling of children. She said she didn't. I related the story that I had received a complaint that a male educator had grabbed P01 by the arm and then handled the child's face.

P01 responded that P01 P01 runs into classrooms and puts small objects in his mouth. She said P01 in the adjoining classroom may have had to chase him and remove an object from his mouth.

P01 raised some concerns she had about P01 falling often and banging his head and bruising himself.

I asked P01 P01 who works directly with P01 did she have any concerns about any of the male staff being rough with children - she indicated she didn't.

Today 22/02 I raised the incident with Centre Director P01 P01 - we agreed to talk with all of the educators and see if anyone remembers anything happening that aligned with the complaint raised by P01 P01.

Plans

Interview all staff in the Gang Gang room

Interview all staff who may have witnessed the event on the morning of the 18th February

When we have the staff statements I will send his mother P01 P01 an email advising of the complaint received by P01 and how we have followed up.

Review all incident forms relating to P01 as P01 has some concerns about his stability.

Please upload any relevant documentation

Contact Details

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40513097**
Date generated: 22/02/2021

Name	P01	P01
Phone Number	P03	
Email Address	P03	