



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	WODEN COMMUNITY SERVICE LIMITED
Provider Number	PR-00005883
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Margaret Hendry OSHC
Service Approval Number	SE-40014983
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 and P03 P01 P01 - P03 - P03 and 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	The initial concern was assessed and determined to be an internal grievance that WCS would meet with the family to discuss. On April 30th, 2025, there was an escalation that is believed to meet the regulatory complaint threshold. Email thread attached Meeting agreed to with family and scheduled with family for Tuesday, 6th of May 2025 WCS takes this seriously and has formulated an initial action plan that it has implemented - attached for reference WCS will provide further information when it becomes available as we progress through our action plan.
Please upload any relevant documentation	

MH - Action Plan May.2025.docx

MH Action Plan May 2025



Email record with P01, P01
parents in regard to concerns
30.04.2025.pdf

Family Concern Email Trail

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