



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Marlee Early Education and Care Centre
Service Approval Number	SE-40002112
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 P01 P03 Father of child P01
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	Email received 9/6/22 and notification of email 10/6/22 • The third example and the one that cemented our decision to withdraw P01 occurred in the same week of the example cited above. It occurred during the current spate of cold weather. Upon arrival we discovered P01 needed a nappy change. At the time it was almost dark and there were only two educators at the centre. One educator undertook to change P01 and requested the other educator return inside with some of the children who were still outside to mind those that were inside. The fact that there were children outside was somewhat of a surprise because it was almost dark and very cold. The educator did not come inside and remained outside with the children, which meant because of the centre layout (toilet area removed from educator rooms) children were left unattended in the room. At this time we witnessed unsupervised children fighting and in distress. This was clearly not appropriate. We advised the centre director of this when we elected to remove P01 because it was clearly not keeping with required safety practices, she acknowledged the issue and was apologetic.



Please upload any relevant
documentation

Marlee Early Education and Care Centre
Incident.docx

Directors report

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03