



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	Think Childcare Services Pty Ltd
Provider Number	PR-40000153
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nido Early School Franklin
Service Approval Number	SE-40015950
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	Dad P01 P01 P03 P03 Mum P01 P01 P03 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

Please upload any relevant documentation

P01 **P01** - Executive Service Manager - ACT previously Supported Franklin 7 months ago.
P01 **P01** - Educational Leader
P01 **P01** - Mother
P01 - People and Quality Leader

08/06/2021 The family called and spoke with **P01** to find out the process to withdraw her two children from care

- **P01** explained the process and asked if everything was ok and offered to meet to discuss in person

09/06/2021 **P01** asked **P01** to call **P01** to check-in and follow up from the conversation she had with **P01**; **P01** was angry and cursed abusive language. **P01** mentioned that **P01** was at fault for the Director leaving and that **P01** felt that **P01** was responsible.

P01 passed on the People and Quality Leader Contact number to **P01** as she felt wanted to take her concerns higher.

P01 called **P01** and discussed her concerns regarding **P01** Previous experience. **P01** noted **P01** concerns and requested to Call tomorrow 10/06 after she addressed the concerns with **P01**.

09/06/21 Meeting held with **P01** addressing the concerns.

Child Details

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

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