



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Peter Pan Early Learning by Busy Bees
Service Approval Number	SE-00009823
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 and P01P01 - P03 P01 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

On Friday 16 June 2023, **P01** was bitten on the face by another child. The Service Manager made a courtesy phone call to **P01** to inform her of the incident. This phone call was to prepare **P01** as the bite was on the face and it was very noticeable. On Friday when **P01** came to collect **P01** no educator was unable to inform **P01** of the events leading up to the bite occurring. **P01** become upset and questioned the classroom's supervision. **P01** sent an email on Friday 16 June 2023 at 8.03pm raising supervision concerns. In this email, **P01** also informed Peter Pan that her son who is booked into the pre-school room also came home with a scratch and was not informed about the incident the previous week.

Actions Taken

The Area Manager called **P01** on Monday 19 June 2023 informing her that we would be conducting an investigation and this would involve notifying CECA. The Area Manager informed **P01** of the investigation process and would provide an update on Wednesday 21 June 2023. Witness statements are being written to provide to management for the two incidents that have occurred

The Service Manager has reached out to the recruitment agency requesting a written statement for the casual that was working in the room on Friday 16 June 2023.

The Service Manager has been supporting the toddler room (**P01**'s classroom) since Monday 19 June 2023, by spending time in the classroom to review rituals and routines.

Preliminary facts show that there were 11 children. 2 educators were outside with children, 1 changing nappies and one educator went inside to fill some water bottles. A casual educator who was outside walked over to **P01** and picked up her and noticed the bite on her face. Educators then proceeded to give first aid and they could still see the bite marks on her face. The room was in ratio, but both toddler rooms were outside during the time the bite took place.

This is still an ongoing investigation and has no outcome as yet.

P01 is currently on holiday with her family and is not due to return to the service until 26 June 2023.

Documents to be submitted later.

Please upload any relevant documentation

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03