



**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            | YWCA Canberra |
| Provider Number          | PR-00005876   |
| Provider Approval Status | Approved      |

#### Service

|                           |                                     |
|---------------------------|-------------------------------------|
| Service Legal Entity Name | YWCA Charles Conder School Age Care |
| Service Trading Name      | YWCA Charles Conder School Age Care |
| Service Approval Number   | SE-00009663                         |
| 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:<br>- Complainant name and contact details                                                                                                                                                                                                                         | <b>P01P01</b><br><b>P03</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | <ul style="list-style-type: none"><li>- Complaint was received via email by <b>P01P01</b> on Tuesday 26th March 2024.</li><li>- Director of School Age Care and Quality Support Officer had a meeting with Charles Conder Principal <b>P01 P01</b> regarding the incident between child and <b>P01</b>.</li><li>- <b>P01</b> contacted <b>P01</b> via phone to discuss. (email and record of discussion attached).</li><li>- Quality Support Officer in attendance daily for the remaining of the term to observe practice and support with training.</li></ul> |
| Please upload any relevant documentation                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>P01</b> - Complaint and Response.pdf                                                                                                                                                                                                                                                                    | <b>P01</b> - Compliant Email                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



## 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 | P01 |     |