



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	Communities@Work
Service Trading Name	Communities@Work Narrabundah Early Childhood Service
Service Approval Number	SE-00009817
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 P01 P01 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

- November 19th, 2024 - a family contacted service Manager, **P01**, via email to address their concerns, as outlined below:

Dear **P01**,

We hope this message finds you well.

We wanted to raise an issue that has occurred a number of times and has become a significant concern for us regarding **P01**'s privacy and comfort at daycare.

P01 has told us that **P01** has been following him into the toilet, which makes him so uncomfortable that he is unable to use the toilet properly. Today, **P01** came home very upset, explaining that he was followed into the toilet and couldn't get any privacy. This resulted in him wetting his pants, something that is extremely rare for him, as he is fully toilet trained. **P01** was embarrassed and clearly upset by this situation. He has articulated to us that the cause of this accident was feeling uncomfortable and unable to use the toilet due to **P01**'s behavior.

We feel this situation is unacceptable and requires urgent and consistent attention. While we understand that all children have their own needs and challenges, we believe every child, including **P01**, deserves to feel safe and secure in their personal space at daycare. We would like to formally log this as a complaint, or in whatever manner is most appropriate to ensure prompt action is taken. We trust that you and the team will work on a resolution to prevent such situations from occurring in the future.

Please let us know how this matter will be addressed.

Kind regards,

P01 **P01** **P01**

20.11.2024 **P01** followed the outlined steps:

- Acknowledgment and response to the family via email (attached)
- Specific bathroom Risk Assessment developed and implemented (attached)
- Updated Preschool Supervision Plan (attached)
- Performance review and action follow up with Team Leader/ ECT
- Concern placed on next staff meeting agenda as an item for whole service to review supervision practices and implement any new strategies for safe bathroom use

Please upload any relevant documentation

P01 complaint email 19.11.2024.pdf	P01 complaint email
NECS Preschool Supervision Plan.pdf	Preschool supervision plan
NECS Risk Assessment Bathroom Usage.pdf	Bathroom risk assessment
NECS Staff Meeting Agenda 28.11.2024.pdf	Staff meeting agenda

Child Details

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

Contact Details

Submitted By: **P01** **P01**



ACT

Government

Education

Notification Number: **NOT-00093257**
Date generated: 20/11/2024

Name	<u>P01</u> <u>P01</u>
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]

Submitted By: P01 P01