



## 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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Harrison Early Childhood Centre
Service Approval Number	SE-00009790
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 P01 email: P0P01 mobile: 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	Over the last several weeks, this family have spoken with centre staff regarding issues of cleanliness (sand in shoes, tanbark in nappies, being wet from playing in the puddle) and small injuries that they believed were not appropriately reported. The Nominated Supervisor spoke with CECA on 05th October 2022 regarding this and was advised that a report did not need to be logged but would be dealt with internally. Subsequently, further issues of cleanliness were raised by the family, and they have now notified Northside that they wish the end their enrolment. Following notification of our end-of-enrolment process, the family have then replied with the attached complaint alleging abuse and neglect of the child. We have provided evidence of our responses to these issues as an attachment to this notification.
Please upload any relevant documentation	

Email reminder to educators.pdf	Email to all staff members
Incident.docx	Description of the incidents on Sept 27 and Oct 04
Parent email and photos Nappy.pdf	Email regarding the nappy

Submitted By: P01 P01



Parent email and photos.pdf	Parent email with photos
Toddler 1 Educator log.pdf	Educator log
Toddler 1 Nappy Chart Sept 27 Oct 04.pdf	Nappy chart
Toddler Indoor and Outdoor Supervision plans.pdf	Supervision plans
Toddler Outdoor Checklist.pdf	outdoor checklist

## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01</b> <b>P01</b>