



## 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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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 P01 Email: P03 Tel: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01P01 P02 Male
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	Thursday 18/3/21  letter Attached, Parent had received an incident report ( non serious incident), parent is not happy with supervision and has outlined her concerns which also refer back to another incident that occurred last year ( department notified)  Nominated supervisor has reached out the the parent to arrange a face to face meeting early next week 20.3.21 with management to discuss concerns outlined in the letter. Parent does not want to remove the child from care.
Please upload any relevant documentation	

Submitted By: P0 P01



complaint letter.docx	complaint letter <b>P01</b>
<b>P0P01</b> Incident Report Details.pdf	incident form <b>P0P01</b>

## Contact Details

Name	<b>P0P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>