



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	Southside Community Services Inc
Service Trading Name	Narrabundah Children's Cottage
Service Approval Number	SE-00009816
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 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

On Tuesday 19/3/24 at 6.13pm P01 (educator) let p01 p01 (Director Narrabundah Cottage Early Childhood Centre) know that she needed to tell her about something.

p01 asked if it could wait or if she needed to talk to her then and p01 explained that she had witnessed p01 (casual educator) using her hand to slap or tap the cheek of a child (p01 p01), during sleep time. P01 and p01 were the only educators in the room at the time.

p01 asked P01 if she could write a statement, then later that night messaged P01 p01 (Operation's Director).

On Wednesday morning 20/2/24, P01 received the message and called p01 to gain further details, asked if p01 was working that day and advised p01 to let p01 know she was not needed for the day but would be paid as it was late notice. P01 called P01 p01 (Executive Director) and informed her, and contacted p01 p01 (People and Culture Operation's Director) and asked him to start an investigation.

p01 has been stood down pending an investigation.

A report was written for p01 and p01 called p01's mum, p01, and informed her of the incident.

More details will follow pending the investigation.

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	p01

Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P01 p01