



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	Peter Pan Early Learning by Busy Bees
Service Trading Name	Peter Pan Early Learning by Busy Bees
Service Approval Number	SE-00009823
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 (Dad) P03 PL P01 (mum) 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

Date complaint received - 28/05/2024

P01 had two incidents, one on the 2nd of the May 2024 and second on the 14th of the May 2024. First incident has been reported to the department because **P01** (mum) took her to the emergency and doctor mentioned, **P01** had minor concussions. Second incident, **P01** tripped over from her own shoe causing little scratch on her cheek. Mum is also expressed her concern about nappy change and staffing at 5:00pm.

Steps taken / actions planned by approved provider in response to the complaint -

On the first incident with **P01** on the 2nd of May 2024, educator informed parents straight after the incident. The reason educator did not feel the need for **P01** to be picked up because, the bleeding stopped after applying the ice-pack. **P01** had her lunch and participated in normal activities with her peers before mum picked her up. Next morning, **P01** (dad) informed us doctor's advice that she didn't have a deviated septum, but she had a mild concussion and needed treatment to stop the bleeding. I apologised on behalf of Peter Pan and reported the incident to the department NOT-00033430. I followed up with **P01** about **P01**'s well-being through regular phone calls.

On the 14th of May 2024, when **P01** tripped with her own shoe, I personally called **P01** and asked him to pick her up. **P01** decided to take her to the walk-in clinic to make sure she is fine. We been advised that the nurse observed her for two hours and mentioned, **P01** is fine and healthy, had no signs of any concussion or injury. Incident/injury form has been filled and signed by the parents.

I am having regular conversations with the team regarding supervision, children's health, and wellbeing. All the educators are very well aware with the supervision plans and had their trainings.

Regarding **P01**'s nappy, I checked the records, and had a brief conversation with the team. **P01**'s nappy got changed in timely manner, all though, I discussed with mum as **P01** is growing and loves drinking water, moving forward, **P01** need to be get changed after every one hour to maintain the health and hygiene.

From this week, 28/05/2024, we are also starting family grouping, which means preschool and senior toddlers will combine the classes by 5:00pm. By doing this, preschool and senior toddlers will have additional educator in both rooms. This will support educator to maintain effective supervision and do their closing tasks at the same time.

Please upload any relevant documentation

Documents to be submitted later.

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	P03

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