



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	Stella Bella Little Stars Foundation
Provider Number	PR-40010082
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Stella Bella Children's Centre
Service Approval Number	SE-40008844
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 Phone: P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Male P02



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

P01 has recently started having some issues with his toileting although previously had been doing really well with managing to go to the toilet on his own. P01 also has developed a urinary tract infection and his Mum, P01, has been understandable worried. The team have been working with her and P01 to help with the situation but last week on 24/11/2020 Mum got extremely upset with the staff and raised her voice and swore in front of P01 and another parent when she found his pants wet at the door. We have been trying our best to work with Mum and P01 through this past week but it has been very difficult and now it seems to have become a bigger complaint about our care in general, or what she perceives as lack of good care for P01. I have attached all correspondence around the matter. We are all meeting for a big chat on Friday afternoon to try and settle the situation down and move forward in a way that reassures P01 that P01 is being well cared for and that we can work together to help him through this difficult time with his toileting.

On a side note, staff have not felt that they are able to offer their own advice too easily to P01 around the toileting though they have been discussing it and trying to find the best ways to support how she wants it done whilst still trying to maintain P01's dignity in the childcare setting.

Please upload any relevant documentation

messages to P01 on centre phone.docx	messages to P01 on centre phone
STATEMENT - 1st of December P01.docx	Extra statement from P01 regarding the chart use etc
STATEMENT - P01.docx	Statement re 24 nov incident - P01
Statement - P01.docx	Statement re 24 nov incident - P01
STATEMENT - P01.docx	Statement re 24 nov incident - P01
Texts between P01 and P01 relating to complaint.docx	Texts between P01 and P01 relating to complaint

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01