



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	OORAMA OPERATIONS PTY LIMITED
Provider Number	PR-40001489
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Symonston Kinder Haven
Service Approval Number	SE-00009842
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 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 received 2/6/22

Summary:

Upon arriving at the service on the 2.6.22 the parent asked for information about her child because she was not getting any notifications on playground. The parent had asked several educators for information but neither could give her an answer. During this discussion, **P01**(educator) came across rude and "snapped" at her.

P01(educator) called **P01**(CM) upon leaving the service and spoke to her about what had happened. The CM emailed the parent asking if everything was okay and if she would like to set up a meeting to discuss any concerns or issues that she may have. The parent replied in the email and mentioned her child has cried about not wanting **P01**(educator) because she hurt her.

A meeting was conducted on the 3.6.22 at 9am with **P01**(Parent), **P01**(CM) and **P01**(ACM). During the meeting **P01** asked **P01** to expand on what she had said in the email and asked if **P01** had said anything more about dates, times and where on her body. **P01** explained that **P01** had pointed to her legs but there were no marks

Steps Taken:

- 1) Investigation pending return of educator 6.6.22
- 2) Meeting with **P01** on 3.6.22
- 3) Pending conversation with **P01**
- 4) Witness statements from team members
- 5) CCTV evidence
- 6) Child protection risk assessment

Please upload any relevant documentation

P01 disussion record 3.6.22.docx

Supporting Docs

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01 - Nominated Supervisor
Phone Number	P03
Email Address	P03