



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	Stepping Stones Child Care Centre (ACT) Pty Ltd
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	Parent: P01 p01 Contact Number: 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

30/08/2023

Parent has multiple concerns:

When she picked her daughter up she was dehydrated, hungry, injured and overtired.

That on Wednesdays and Thursdays the nursery room is understaffed, and the staff on those days are not well enough trained to manage the needs of babies. Last week, this involved a head injury incident which was not communicated to either of her parents until pickup, at which time staff did not know specific details as to what happened. At this time she was also dehydrated, had a new and significant nappy rash from insufficient changes throughout the day, and very hungry, as they didn't have the staff to give her a bottle as per her normal routine that afternoon.

When parent arrived for pick up, thinking her daughter was still asleep (despite being almost 1.5 hours after her usual sleep) due to the app updates. However, despite the log saying she had been checked, she was actually in the cot- awake and crying silently with a blood nose! She didn't have her dummy (which she uses to settle, and is provided every day), was very hungry (because she was again not given a bottle in the afternoon), had chapped lips from being so dehydrated, and again has a rash from insufficient nappy changes.

Action taken:

1. Discussions with family on follow up actions.
 2. Routines confirmed with team and charts to be updated.
- Communications to happen with parent regularly throughout the day.

Please upload any relevant documentation

C01 Supp docs.pdf	Supp docs
p01 Meal report.csv	Supp docs
p01 nappy report.csv	Supp docs
p01 Sleep report.csv	Supp docs

Child Details

Child's Name	p01 p01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	p01 p01 - Centre Manager
Phone Number	P03
Email Address	P03

Submitted By: [P01](#) [p01](#)