



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	YWCA Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	YWCA Charles Conder School Age Care
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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
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Please supply the following information: - Complainant name and contact details	P01 P01 P03
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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	Thursday 28th March 2024 Uploaded - Complaint Email Uploaded - Decision to exclude child from care.
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Please upload any relevant documentation
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P01 .pdf	Complaint Email
Exclusion Email - P01 .pdf	Decision to Exclude Child from SAC Program
Incident Report.pdf	Incident Report



Child Details

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

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P01	