



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	Busy Bees at Crace
Service Trading Name	Busy Bees at Crace
Service Approval Number	SE-40002600
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 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

Complaint received: 25/07/2027

Dear P01,

Thank you for your follow-up regarding my previous concerns. Unfortunately, I must express my lack of confidence in the response provided, as this has been an ongoing issue since last year. P01's face only exhibits the described reaction when the incorrect sunscreen is applied by the educators. I saw him today, and he appeared fine once again.

Today, I arrived at 12:30 PM, as I do every Thursday, to collect P01 for his speech session. I was extremely unhappy with what I witnessed. Two educators, P01 and another woman I am not familiar with, were handling him inappropriately. The second educator aggressively flipped him from his stomach to his back and dropped him from approximately 20 cm in the air. The shock and fear on their faces when I walked in were evident. I was absolutely livid with what I saw and immediately addressed it with them. However, there was no one at reception for me to formally report this to.

This is not the first time we have had issues with educators becoming physically aggressive towards P01 at Crace. In the last 12 months, we have reported two incidents to P01. One involved a support worker witnessing an educator shoving P01 so hard when he was asking for a biscuit at late snack that he hit the ground. On a second occasion, I personally saw an P05 educator, who still works in the big yard, holding P01 in a choke hold and then ripping his pants down while he was screaming about getting a nappy change. I am becoming quite sick of the aggression displayed by staff.

I understand that P01 can be challenging, especially since his communication is not age-appropriate. However, this does not excuse rough treatment. He is vulnerable, and it is not fair to him.

I also understand that P01 has been combative about wearing his CPAP mask recently. However, this does not justify the way he was treated today. There are two appropriate options when he resists: either wake him after 60 minutes or, once he is asleep, carefully place the mask on him. This is the approach we use at home.

Furthermore, I am unsure why the educators were even trying to put him to sleep, as he is supposed to be awake, with his shoes and jumper on, ready to leave for his speech session. None of this was done, causing me to run late.

I would appreciate a prompt follow-up on this matter.

Thank you for your attention to this serious issue.

Kind Regards

P01 P01
Justice of the Peace

Service Manager P01 P01 has responded to P01's email and has advised that an investigation will be conducted.

Please upload any relevant documentation

P01 P01 - Parent Complaint.JPG

P01 P01 - Parent Complaint



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	P03