



## 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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
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	<b>P01</b> <b>P01</b> <b>P01</b> <b>P01</b> <b>P03</b>



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

On Thursday March 10 at approximately 2pm, **P01** phoned **P01**, **P01**, Executive Manager of Education and Care Programs, to make a complaint about another educator, **P01 P01**, specifically around restrictive practice of one of the children in the Preschool room at Bruce Early Childhood Centre, **P01 P01 P01**. She stated that she had been unable to contact the centre director although had attempted to and that she had spoken to **P01 P01**, from our People and Culture group, having been advised by **P01** to speak directly to **P01**.

At approximately 2:15pm on the same day, **P01 P01** phoned **P01 P01 P01**, the Director at Bruce Early Childhood Centre, to follow up on this concern and ensure that she was available. It was decided that as **P01 P01** had not had a record of contact from **P01**, that **P01 P01** would follow up on the complaint with **P01** directly and as soon as possible.

At approximately 2:30pm on the same day, **P01 P01 P01** phoned **P01 P01** at the Bruce centre and asked her about what had occurred, taking notes. At this time, **P01** was requested to send an email with details of the incident. Following this request, **P01** disclosed that she had taken a video of the incident through a window between the staff room and the preschool room, and was asked to send this on as soon as possible. This was sent, in addition to an email describing the incident, after 3pm, during which time **P01 P01** was working directly with children at the Cooma Public OSHC service, finishing at 6pm. **P01 P01** was staying overnight in Cooma and did not access her emails after hours, forwarding the video to **P01 P01** at 7:24am the next day, Friday 11 March 2022. The video showed a short, ten second clip of **P01** rubbing **P01**'s back.

At approximately 9:30am on Friday 11 March, following the conclusion of the morning session for Cooma Public OSHC, **P01 P01** and **P01 P01** met over Microsoft Teams to discuss the incident, including the difference between the initial report to **P01** and the report made to **P01 P01**. We discussed the support provided to **P01** at the centre, including his touch preferences. We made an attempt at this time to contact **P01 P01**, our People and Culture team member, but were unsuccessful, requesting a return call.

**P01** followed up with **P01 P01** the CEO of Capital Region Community Services following this discussion with **P01 P01**.

At approximately 10:55am on Tuesday 15 March (noting that Monday 14 is a public holiday), **P01** phoned **P01 P01** to discuss the situation. A decision was made to contact CECA regarding our reporting requirements, that **P01 P01** would follow this up by calling and speaking to an authorised officer while **P01** would continue to follow up with People and Culture in order to commence an investigation.

**P01 P01**, at approximately 11:05am on the same day, spoke to **P01** at the Children's Education and Care Assurance, and was advised to lodge this as a notification of complaint, and to provide relevant information, and then later send the results of our investigation. She further noted that the ACT Senior Practitioner and Ombudsman should also receive a report within the appropriate time frames, and to discreetly observe the preschool classroom during this time.

While we do not have any concerns for the immediate safety and wellbeing of the children, we do intend to commence an investigation immediately into this incident.



Please upload any relevant documentation

Documents to be submitted later.

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

**P01 P01 P01**

Phone Number

**P03**

Email Address

**P03**