



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	ACT Education Directorate
Provider Number	PR-00006465
Provider Approval Status	Approved

Service

Service Legal Entity Name	Caroline Chisholm School
Service Trading Name	Caroline Chisholm School - Chisholm Preschool Unit
Service Approval Number	SE-00011177
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 complaint received: Thursday 13 February 2025
- Written summary: Last week Friday 7 February, P01 (mum) asked what was needed for her mum (p01 grandmother) to pick up p01 from preschool. P01 (preschool teacher) provided her with the authorisation to pick up form. Mum took this form with her to complete. Thursday 13 February, P01 approached the front office to inform that her mother would be collecting p01 from preschool, she was told by the office lady to write grandmothers name, phone number and p01 name on a post-it note. P01 had handed the authorisation to pick up form on the previous Friday to the preschool teacher. The preschool teacher had met the grandmother at orientation and on the first day of preschool 2025 through introduction from P01. P01 communicated to the preschool teacher that she was not happy with how the front office as she could have been anyone giving information regarding her or any child and that she was just asked to put on a post-it note.
Steps taken: Authorisation to pick up form was collected - signed and dated 07/02/2025 by P01. Preschool teacher had been introduced to grandmother. Follow up conversation with front office staff and preschool staff to ensure regulation understanding of picking up a child from service. Conversation with P01 by Educational Leader regarding the follow up actions to ensure regulations and child safety are followed.

Please upload any relevant documentation

Documents to be submitted later.

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