



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

#### Service

Service Legal Entity Name	
Service Trading Name	Charnwood After School Care
Service Approval Number	SE-00009664
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 Email - P01 Phone - 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

A complaint was received on Wednesday 19.7.23 at 9:39am following an incident which is alleged to have occurred in the afternoon of 18.7.23.

At 6:34pm on 18.7.23 P01 P01 the 2IC at Charnwood, contacted me to let me know there had been an incident where P01 P01, a child at the program had been speaking inappropriately to P01 P01, an educator at the program, and that she had told him to 'shut up', and that she'd been unable to speak properly to P01's mother P01 as there were many parents coming and going, and that P01 was anxious about P01 talking to her about the incident, believing he was in trouble. P01 explained to me that this time that P01 had been 'going on' with P01, verbally abusing her, and that P01 had gestured with one arm and he had interpreted this as an attempt to hit him, although P01 was aware this was not the case based on a report by another educator, P0 P01. I advised P01 to follow up in the morning with P01 as a priority, which she did, leading to the complaint just after 9:30am.

In the email, P01 complained that the incident hadn't been addressed properly on the evening of the 18th, expressed that she didn't believe that the educators gesture was to wipe her nose, or that her son had been told to shut up. She expressed her belief that the educator had attempted to hit P01. She stated that she would not sign the incident form and would follow up with her son, and that her children were not to be in the presence of this educator. P01 returned an email to P01, apologising for the inconvenience and acknowledging that she could have handled the situation differently. She and I have discussed this as well. She let P01 know that she would have a short meeting with the team and that the educator would not be with the children, and followed up on this.

Following this email being received, P01 P01 P01 Executive Manager of Education and Care, followed up with P01 P01 by telephone, and will be one of two CRCS investigators regarding this complaint. During the telephone conversation, P01 expressed that she was frustrated regarding not being fully informed of the incident when she picked P01 up, her belief that there was an attempt to strike P01 by the educator, and her wish to know how we would ensure that the educator is not to have further contact with her children. P01 explained to P01 our investigation process, and informed her that this report would be made to CECA as the Regulatory Body, and invited her to contact us again in future if there are any ongoing concerns.

The educator, P01 P01, has been stood down with pay as of 20.7.23 while CRCS investigates the matter. (See attached letter). We will advise CECA of the outcome of this investigation.

Please upload any relevant documentation

Email complaint - P01 P01 .pdf	Email complaint P01 P01 and reply
Incident report page 1.jpeg	Page 1 of incident report - P0 P01
Incident report page 2.jpeg	Page 2 of incident report - P0 P01
P01 P01 - Notification Letter -July 2023.pdf	Notification letter - P01 P01



## Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

## Contact Details

Name	<b>P01</b> <b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01</b>