



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	CSIROCARE Black Mountain Inc
Provider Number	PR-00005826
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	CSIROCARE Black Mountain Early Childhood Centre
Service Approval Number	SE-00009770
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 and P01 P01 P01 and P01 P01 parents address: P01 P01 P01 phone number: P03 email: P01 P01 P01 P01 phone number: P03 email address: 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

On Tuesday 21st December 2021, in the morning, P01 P01 P01 mum came to the office and said that her husband had some concerns about one educator in the toddler's room. P01 asked for more information. P01 said that when her husband picked up P01 and P01 at 5:40 pm, one educator put her hand on P01 head and moved him away from the little gate and went out.

P01 asked P01 who was the educator. P01 said that P01 P01 (dad) doesn't know the educator's name. P01 does not often pick up children from CSIROCare. P01 said that she would send educators' photos to P01 to recognise the educator. After P01 left, P01 and P01 talked to all educators who were in the room at this time.

P01 P01 room leader
P01 P01 (P01)
P01 P01

None of them saw the educator approaching the child in an unappropriated way.

In the afternoon at 5:20 pm, P01 went to the toddler's room and waited for P01 or P01

P01 came and she confirmed that P01 P01 (P01), was the educator who approached P01 inappropriately. P01 asked P01 if her husband had sent the email with his statement. P01 said that she would send it tomorrow, Wednesday, 22.12.2021.

On Wednesday 22nd of December, in our morning meeting, P01 informed all room leaders that we received a parent complaint.

P01 said that we need to approach children properly.

At 9:40 am P01 and P01 had a meeting with P01. (Please see the attachment)

P01 informed P01 that parents complained about her.

P01 informed P01 that she would submit the parent's complaint to Children Educator and Care Assurance. P01 also said that we would offer P01 more training next year.

By that time, we still haven't received the statement from P01's husband.

Please upload any relevant documentation

22122102.PDF	P01 statement
P01.docx	P01 statement
ESI_CSIROCare_Black_Mountain_ECC_Attendances_2021-12-20.csv	Children attendance 20.12.2021
P01 P01 statement.docx	P01 P01 statement
Meeting Minutes P01.docx	Meeting minutes with P01
Personal Statement about a family complaint.docx	P01 statement
Staffing_CSIROCare_Black_Mountain_ECC_(CCS_CDC)_20.12.21.csv	Staffing in CSIROCare 20.12.2021
P01.PDF	P01 statement



Child Details

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

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	