



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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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 tel: P03 email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P02
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	Dad P01 came to collect P01 on 1.4.21 he alleged that P01 was inside alone and all other children outside in a nursery area. We have discovered that his account is flawed and P01 was inside with an educator who was rinsing bottles. All educators were aware P01 was inside with P01 . There were no children in the Nursery area and only 3 outside with P01 who also knew the situation. Dad has had a conversation with MD P01 and during that conversation it is noted times are not correct to mums previous account (third party) details attached.

Submitted By: **P01 P01**



Please upload any relevant documentation

Follow up phone call with P01 ocx	initial letter and phone follow up
P01 and P01 .pdf	statements
P01 Statement.pdf	statement

Contact Details

Name	P0:P01
Phone Number	P03
Email Address	P03