



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	Wattle Community Association Incorporated
Provider Number	PR-00005881
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Wattle Early Childhood Centre
Service Approval Number	SE-00009855
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 - 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

16 July 2021 - Formal written complaint

I will attach a copy of the email from **P01 P01** and my **(P01 P01)** response written in consultation with the President and Vice President.

An investigation was conducted based on the verbal concern addressed on 6 July which found the concern to be unsubstantiated based on the evidence collected. Witness statements will be attached. **P01** and **P01 P01** collected their children early on 6 July, upon being called by another parent regarding a concern about an educator's **(P01 P01)** conduct.

P01 (Acting Director) engaged with **P01** and **P01** regarding their concern at the time (detail in attached statement).

P01 and **P01** returned to care as usual on Wednesday 7 July with no further mention of the concerns raised again by **P01** or **P01**.

On Monday 12 July, **P01** confronted **P01** (additional statement attached) regarding her concern in relation to 6 July when collecting **P01** and **P01**.

Again, **P01** and **P01** returned to care again on Tuesday 13 and Wednesday 14 July with no further contact or mention to management to re-address any potential ongoing concern, and as **P01** has noted, both **P01** and myself have been present and available.

Please upload any relevant documentation

P01 P01 Incident - 6 July 2021.docx	P01 - Statement 06 July 2021
scan1725.pdf	P01 statement 12 July 2021
scan1726.pdf	Witness Statements 06 July 2021
scan1727.pdf	Complaint and NS response

Child Details

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

Child Details

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



Contact Details

Name	P01
Phone Number	P03
Email Address	P03