



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	Belconnen Community Services Inc
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
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 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	<p>22/08/2024 (8:00 am) Verbal complaint</p> <p>P01 came this morning to the service to drop P01 at 8:00 am. There was an issue with our front door, the screw was loose and the latch had come out, so she wasn't able to come in as the door got locked, even entering the pin it didn't open. I (P01 P01) the Centre Director and one of the educators was at the door and were trying to fix it. P01 mentioned that she doesn't feel comfortable dropping her child at the service, as it is a big safety issue. If there is a fire, how will you get out. I mentioned that during our opening checklist, we check our evacuation gate everyday, and we can evacuate the children from there.</p> <p>Actions taken</p> <p>I called the CIT estate office (the facilities team) to report this, and they came to the service within 1 hour to have a look and fixed the screw which had become loose. They mentioned that this might happen again, and it has been reported further and the technician will come and have a further look. Our Senior Manager also spoke with the family and assured that appropriate steps have been taken to rectify the situation.</p>

Submitted By: **P01** **P01**



Please upload any relevant documentation

Documents to be submitted later.

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**