



## 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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	FEL CHILD CARE CENTRES 4 PTY LTD
Service Trading Name	Busy Bees at Amaroo
Service Approval Number	SE-40007033
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 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

p01 arrived on Friday 10 November 2023 at approximately 3.45pm to collect p01 and witnessed an exchange between her daughter and an educator, p01. p01 described the incident as, p01 was crying on one side of the chair and p01 was holding the chair on the other side. p01 overheard p01 yelling at p01 but did not describe the words used in this scenario.

The Acting Service Manager informed p01 of the observation on Friday and requested her to complete a witness statement. Further witness statements were gathered from other educators in the room. 2 educators are currently on personal leave and have not provided a witness statement as yet. This will be collected on their return to the workplace.

On review of the ratio and educators present on Friday 10 November, the nursery 2 classroom had 5 children in attendance with 4 educators present.

The Educational Leader and Acting Service Manager have been spending time in the classroom to observe practice and provide support where necessary.

The investigation will continue and we can provide this documentation on request.

There is no CCTV footage into the classrooms at Amaroo.

Please upload any relevant documentation

Email p01 p01 1.pdf

Email from p01 p01

## Child Details

Child's Name	p01 p01
Child's Gender	Female
Child's Date of Birth	P02

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01