



## 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 |                             |
| Service Trading Name      | Charnwood After School Care |
| Service Approval Number   | SE-00009664                 |
| 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:<br>- Complainant name and contact details  | <div>P01 P01</div> <div>P05 P05</div> <div>P03 P03</div> <div>P03 P03</div> |



**213A  
EDU**

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** is a child attending Charnwood Outside School Hours Care. She has been attending our program for some time. **P01**  
**P05** As part of an email thread between our program director, **P01**, our Children's Services Admin Team (CSAT) and myself, regarding support a return to after school care for **P01** following a period of absence, including regarding application of additional child care subsidy, **P01** **P01** **P05** communicated that **P01** mother, **P01**, had complained to her that an educator 'put hands' on **P01**. We have, at this stage, no further information regarding this allegation and have requested to **P09P01** that she follow up with **P01** to clarify her concerns.

**P01** has also followed up with the team of educators at Charnwood OSHC and has been told verbally that no educators have put hands on **P01** in any capacity. This may require further investigation or follow up once context from **P09P01** has been provided.

We will continue to provide education and care to **P01** at Charnwood OSHC. OSHC educators have taken part in already-planned training regarding behaviour guidance, today, 24 May 2023, to support their performance development and as part of our strategic plan. We will review this training in individual staff meetings from OSHC programs as well. We will ensure that **P01** is adequately supervised with at least two educators at all times to ensure observation of educator behaviour.

Please note that I will provide further documentation to CECA via email by COB tomorrow, 25 May 2023. This will include responsible person records, staff records, attendance information and if provided within this time frame, the response from **P09P01**

Please upload any relevant documentation

Complaint **P01**.pdf

Part of email thread in which complaint was made

## Child Details

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

## Contact Details

Name **P01** **P01** **P01**  
Phone Number **P03**  
Email Address **P01** **P01** **P01**