



## 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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Northside Community Services Limited
Service Trading Name	Civic Early Childhood Centre
Service Approval Number	SE-00009766
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	<b>P01</b> <b>P01</b> - <b>P03</b>



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

Summary of complaint (full email added as attachment):

1. The communication book is gone, disposed of, no longer in existence. So now we have zero way of knowing what is happening. At P01 old centre they had an app similar to the book where we received daily updates. I'm sorry but an email once a month that vaguely refers to learning outcomes does not in any way do the same thing
2. Structured activities have disappeared again. And you can tell the children are desperately under stimulated. P01 keeps asking when P01 is coming back
3. Violence is back. Unsurprisingly the children are under stimulated and not well supervised. Last week P01 was hit in the head with a wooden block.

It is noted that P01 P01 has also raised concern in 2023 regarding his child regularly being bitten (in toddlers room). Immediate actions were taken to remediate this concern and improve practice around this matter.

Actions:

- Early Childhood Teacher appointed to begin Monday 26 February
- Formal meeting pending with Nominated Supervisor
- Senior Leadership Team meeting to discuss next steps
- On site supervision at Civic ECC by Director, Early Childhood and other support staff
- Action Plan in place to track Centre improvements

Please upload any relevant documentation

Formal complaint - P01 P01 .pdf	Formal complaint - P01 P01	21.2.2024
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## Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01