



## 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	Harrison Early Childhood Centre
Service Approval Number	SE-00009790
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 P01 P03</b> email: <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	<b>P01 P01</b> has submitted a formal complaint regarding her granddaughter, <b>P01 P01</b> , who returned from daycare on Thursday with a swollen eye. She states that <b>P01</b> had no injury when she was dropped off and that the transport staff said daycare educators claimed the injury occurred during her nap. <b>P01</b> strongly disputes this explanation and has attached photos from Thursday through Saturday showing the extent of the injury. She did not receive any incident report or communication from the centre and is requesting an explanation of what happened, accountability from the staff involved, and a written update on the outcome of the investigation.  The Centre Manager spoke to the educators in the classroom, and they mentioned that <b>P01</b> was still asleep when she was picked up at 1:00PM from the centre on that day. They were pick up early as they are going to see/visit their parent. We have initiated an initial investigation internally and trying to reach out to <b>P01</b> to gather more information about the incident.
Please upload any relevant documentation	

Submitted By: **P01 P01**



Email from <b>P01 P01</b> .pdf	Written complaint from <b>P01 P01</b>
Toddler Educator log.pdf	Educator logs April 3 2025
Toddler communication book.pdf	Record of sleep/rest
Attendance April 3 2025.pdf	Children's attendance April 3, 2025
Email correspondence from Centre Manager.pdf	Response email from Centre Manager
Responsible Person log.pdf	Responsible person log

## Child Details

Child's Name	<b>P01 P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01 P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01 P01</b>