



213A
EDU

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	Insight Early Learning Throsby Pty Ltd and Insight Early Learning Throsby Pty Ltd
Provider Number	PR-40020627
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Insight Early Learning Throsby
Service Approval Number	SE-40016977
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	Mothers Name :- P01 Phone Number :- P03 Email address:- P03 Father :- 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

On Tuesday the 16th of November **P01** called Insight Early Learning Throsby and advised that **P01** did not want to go to day-care so she asked him why and he said "the big lady hit my face, I don't like her".

We advised **P01** that it was very concerning to us and we take these matters very seriously and a full investigation into the concerns raised will be addressed.

To ensure we held a non-bias investigation Insight have **P01** **P01**, (acting Managing Director) **P01** (Assistant Director and Responsible person) and **P01** **P01** (Insight representative) present with the employees working in the Kingfishers age group over the past two weeks.

Questions asked in a formal meeting with all relevant educators:- (Record of Communication attached)

- Have you witnessed any conduct like the alleged?
- Do you hold any concerns around any conduct / interaction or practice of any educator?
- Do you clearly understand your obligation to ensure all matters around concerning conduct or any risk to the health safety and wellbeing of any child need to be reported to the Nominated supervisor or Responsible person?
- Do you feel you have a clear understanding about your obligation as a mandatory reporter?
- Do you feel the steps Insight Early Learning Throsby takes to ensure children are safe and when supervising children we are in site and view of other educators to ensure children and educators are safe guarded is supported?

Please upload any relevant documentation

P01 161121 Record Of Communication Insight Early Learning Throsby_.pdf	WS
P01 171121 Record Of Communication Insight Early Learning Throsby_.pdf	WS
P0 P01 161121 Record Of Communication Insight Early Learning Throsby_.pdf	WS
P01 161121 Record Of Communication Insight Early Learning Throsby_.pdf	WS

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03