



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	Community Services #1
Service Trading Name	Marlee Early Education and Care Centre
Service Approval Number	SE-40002112
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	I would like to notify you today that our service did not comply with the ratio for 18 minutes this morning. we have one toddler room from 2–3 years old and one preschool room from 3–5 years old children. Our permanent staff were away sick, so to replace her shift, we booked staff from Agency (Randstad) starting at 8:30am, but staff was running late for an hour. So the agency notified us at 8:18am. But this morning, it was 10 toddlers with 2 staff members who were meeting the ratio and in the preschool room, there was only 1 staff member with 14 children. There were over three children in the preschool space. Our staff did request to the families to stay back with their children as they tried to explain to the families, as we are not meeting the regulation if they could stay with their children until the next staff arrives. But families did not cooperate with the staff, and they left the center. So our service was not complying the ratio from 8:48am to 9:06am in the morning.



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

It happened on April 10, 2024

Please upload any relevant documentation

Documents to be submitted later.

Contact Details

Name	P01	P01	P01
Phone Number	P03		
Email Address	P03		