



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	Children First Learning Centres Pty Ltd
Provider Number	PR-00000982
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nipperville Early Learning Centre
Service Approval Number	SE-00009820
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	P01 P01 P01 P01 P03 P01



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

Tuesday 18th October

Staff member from 2–3-year-old room informed me that a parent had made a complaint about staff congregating in the yard. The parent gave the staff member 4 names and said they had been talking for 45 mins. Staff asked the parent if she would like to discuss her concerns with the nominated supervisor, but she declined.

I later received an email from the parent asking me to call her about her concerns, which I did.

The parent was very angry when i call her and said that she watched from the car and witnessed staff talking and not engaging in the program while her child wandered around the playground holding his comforter.

She also stated that she felt our staff were miserable and didn't greet her or her child manner she felt appropriate.

She felt her child was unhappy and not settling in well into the environment and that staff were continually telling her that he is fine. She also brought up her son food sensitivity and past issues that we thought were resolved.

She has filled in a food sensitivity form only and we do not have a food allergy form for him.

The parent was very argumentative and didn't like my response to how i would deal with her complaint to which i responded that i was happy to take onboard any of her suggestions.

She stated that she had watched me as i went out to speak with staff about her complaint and felt i should have gone out happy and joyful when notifying staff of the complaint.

I have a good relationship with staff and staff were spoken to respectfully and simply told of the complaint and reminded of their supervision responsibilities, this was done as soon as i was made aware of the complaint.

The concerns were further discussed with all staff members in our staff meeting the following night.

Thursday morning the parent was observed by staff talking photos of the outdoor environment where staff and children were without consent. I contacted CECA Thursday morning to ask for advice on this situation, no one answered so i left a msg and got a call back later that day where i was advised that i needed to submit this form.

We had a regular staff meeting in which we discussed the complaint and then after this meeting i had discussions with the room about the complaint and strategies to improve, we also discussed what we can do to help this child settle into the new environment and improve communication with the parent.

I have sent an emailed today out to all staff with policies around supervision.

Please upload any relevant documentation

staff meeting 19th october.pdf

staff meeting minutes

Child Details

Child's Name

Child's Gender

Child's Date of Birth



Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	