



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	CAERUS CHILD CARE PTY LTD
Provider Number	PR-40003575
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Springbank Rise by Busy Bees
Service Approval Number	SE-40004390
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 - 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 4 August 2023 P01, (a parent) came into the nursery classroom and started to raise her voice, and speak in an aggressive manner. P01 claimed that the Service Manager, P01 was allowing children with conjunctivitis back in the service when they were not well. P01 tried to respond to the allegation, children have medical clearances but P01 would not allow P01 to explain and spoke over the top of P01. This was witnessed by another educator in the nursery room. P01 did not have all the information, P01 was just dropping off her own daughter in the classroom. P01 has been covering ratios in the nursery room in the morning as the 2IC is on leave. Normally the 2IC would cover the ratio in the nursery classroom. P01 contacted the Area Manager, P01, and during this time P01 was attempting to contact the Area Manager via her mobile phone. The Area Manager called P01 to understand what had occurred and explain Busy Bee's policies. P01 was talking over the top of P01 and was not listening. P01 hung up on P01. P01 follow-up with an email to P01 providing her with the grievance policy and family guidelines policy. Over the last few months, P01 and P01 have been with P01 as her daughter, P01 has just transitioned up to the next room.

Please upload any relevant documentation

Incident, Injury, Trauma and Illness Policy QA2.5 v1 (3).pdf	Incident, Injury, Trauma and Illness Policy
Staying Healthy - Exclusion table (1).pdf	Exclusion Table 1
Staying Healthy - Exclusion table (3).pdf	Exclusion Table 3
Staying Healthy 5th Edition (6).pdf	Staying Healthy in Childcare

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03