



**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	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 Mobile P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Unknown
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	A call was received on the Busy Bees Enrolment line by a member of the public alleging that on 29/9/2020 around 12:30pm they had witnessed the below; "Out the front yard area of service Educator (described as P05 wearing a red cardigan) and another Educator present. Lady in the red cardigan had a raised voice at a Child for throwing his hat over the fence. The Service was called and the Service Manager was outside at the time of the alleged incident and that no incident was observed. Witness statements are being collected by all educators who were present in the outdoor environment and will be reviewed.



Please upload any relevant
documentation

Contact Details

Name

P01P01

Phone Number

P03

Email Address

P01