



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Treehouse in the Park Early Learning Centre (NCS)
Service Approval Number	SE-00009852
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	11/11/2022 P01 informed P01 that she had seen P01 put her hand over P01 's mouth. P01 came to inform me what she had been told. Below are their statements. 11/11/2022 I am writing to inform you about the incident I witnessed on the 11/11/2022 involving educator P01 . The incident was witnessed in the toddler room while the children were resting, P01 had the children that were not resting outside with her and I was tidying the room while the other children were resting. P01 had then come through the preschool room with P01 who was very unsettled and P01 told me he was upset and wanted to come inside, in this moment P01 became more unsettled and was crying loudly. P01 put her hand over his mouth, her hand was not touching his face but it was very close to his face. In this moment I told her to stop so she quickly moved it away and I comforted P01 . Her hand would have been over his face for a few seconds. I then asked her to please go outside because we had children outside that needed to be supervised and were left unattended.

Submitted By: **P01 P01**



P01 P01.

My conversation with **P01**
I just pulled **P01** aside where no educators were and said that **P01** has told me about **P01** how you put your hand over his mouth she said she didn't do it fully she was just trying to tell him to be quiet I said with **P01** and all children it's very important to talk to them about it and through it cause he doesn't really understand what is going on and at any point of the day we do not put our hand over any child's mouth to tell them to be quiet because this would be quite scary for them

I also said when pulling children if they don't want to come with you ask one of us to support you cause we are more the happy but once again talk to the children about what is going on we all want to be having respectful conversations and interactions with all children.

I said like **P01** today when you yelled at him and said yuck yuck he didn't know what you were talking about so go down to their level and say **P01** that food has been on the ground would you like me to get you some more which will be fresh

She said thank you for telling me this this helps we grow and be supported.

While I was speaking to **P01** I referred to the educator handbook that we both received when we had our induction at Treehouse.

The pulling incident I refer to was **P01** holding **P01** by the wrist and pulling him to the table for lunch. **P01** didn't want to move so was standing on one spot so **P01** picked him up to take him to the table.

When **P01** was yelling her voice was raised quite high. I was in the toddler classroom packing the beds away near the window, I could see the outside meal area. **P01** was outside doing afternoon tea.

This behaviour was out of character for **P01**, she is usually responsive to children and calm.

I had an initial conversation with **P01** on Friday afternoon please see the record of conversation below.

I have just had a conversation with **P01 P01 P01** came to me to let me know that at sleep time **P01** put her hand over **P01**'s mouth to stop him from crying. **P01** also said that **P01** has held **P01** by the wrist to lead him by the arm. **P01** has had a conversation with **P01** about our practices and respectful interactions with children.

When I spoke to **P01** she understood she had made a mistake and said she had not put her hand over **P01**'s mouth but had put her hand up in front of his mouth but understood that this was still disrespectful and unacceptable. **P01** said to me that it was not her intention to ever hurt **P01** and she was trying to help him calm down. **P01** said she was sorry she had made a mistake and knew that it wasn't ok.

P01

I tried to contact **P01**'s mother **P01 P01** on Friday but she did not answer i was able to reach her on Monday morning.

14.11.2022

Conversation with **P01 P01** 8:25am

I called **P01** and informed her of what had happened on Friday. I



explained that an educator had put their hand up to **P01**'s mouth to get him to stop crying during rest time. I explained that we take this sort of thing really seriously and we will be investigating the incident. I apologised for not being able to get a hold of her on Friday, she did say that **P01**'s Nonna picked him up on Friday and she was non contactable. I asked if she had any questions and she asked if there was ever another educator for back up. I then explained that there was another educator who swapped immediately when they saw the interaction. **P01** was relieved and thanked me for letting her know.

I checked in on **P01** at 230 to see if her and **P01** were OK. **P01** said that they were both OK and she was feeling OK about bringing **P01** to treehouse on Wednesday.

P01 is not due to be back at work until Wednesday. **P01** **P01** (Director of Quality and Compliance) and **P01****P01** (Director of HR) will meet with **P01** on Wednesday morning.

To ensure that children are safe and **P01** is supported while we complete this investigation and come to a decision I (**P01** **P01**, Nominate Supervisor) will support **P01** while in the classroom. **P01** will also be supported to re complete the educator induction and the child safe principles.

Please upload any relevant documentation

Documents to be submitted later.

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