



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	The Young Women's Christian Association of Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	YWCA Charles Conder School Age Care
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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 - P03 P0 P01: P03 - 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	Received: September 5, 2023 @ 8:33pm -see attached email received September 6, 2023, email response to acknowledge receipt of complaint: Good morning, P01 and P01 Thank you for our email, I will contact the Program Manager this morning and ask what process and communication was in place yesterday afternoon and will give you a call to provide some further context to your concern. As per our regulatory requirements I will also lodge your complaint to our regulatory body to ensure they are aware of this incident.
Please upload any relevant documentation	P01 and P0 P01.pdf Email of complaint P01 & P0 P01



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P03