



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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	Belconnen Community Services Inc
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
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	P01P01 - 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

verbal complaint to our admin team

On 13/11, Our admin team called P01, P01's father, because their payment was overdue by a few weeks. P01 became really upset and frustrated with our admin team. He expressed that he was unhappy with the care in the toddlers' room, mentioning that the staff doesn't engage with him and doesn't update him on P01's day. On several occasions, he mentioned that P01 had a dirty nappy, which they had requested to be changed during pick up. He also said that he wasn't receiving program information on Story Park and that one of our toddler staff members was not taking good care of P01. Additionally, he mentioned that the staff doesn't inform him when the children are going to play in the sandpit or in the mud and P01 lost 1 of her earring.

After this incident, the admin team informed me, and I called P01 to discuss his concerns. I apologized and explained that I would conduct meeting with the toddler team to put strategies in place to address these issues and prevent them from happening in the future. I also invited P01 to attend a meeting with the room leader and myself so that we can discuss this further and support P01. He declined, stating that it was an issue for the toddler team to resolve on their own and that he didn't want to be involved in the meeting.

Our senior manager, P01 also called P01 to discuss his concerns and informed him about the strategies we would implement. Monday, when P01 came to drop off P01, I greeted him, apologized again, and informed him about the strategies. I also spoke with P01's mum during the drop-off about the meeting with the toddler team and the strategies we had discussed. I also mentioned that we had extended an invitation to P01 to accept on Storypark when P01 was enrolled which had been pending for quite a while. And that could be the reason he isn't receiving updates. Additionally, I mentioned that we had re-invited him to receive updates on StoryPark and that if he can accept the invite.

Yesterday, our admin team called and sent an email to P01 because his account was again in arrears. He called the admin team and was very disrespectful, reiterating his dissatisfaction with the care again. He claimed that no strategies had been put in place, which is not true and that is why I'm reporting this to the portal today.

Strategies

After the meeting with the toddler team, the room leader implemented a visual schedule outlining which staff members would be on shift at different times of the day, so parents could approach the relevant educator. She also put up a visual program on the program wall, with photos of the children, to make it more visible for parents to see what the children are doing throughout the day. During the toddlers staff meeting, I also advised that when dad or mum comes, you can talk about her day. To which the staff responded that he is always in a hurry during pick up and shows very cold behaviour to the staff.

Please upload any relevant documentation

complaint- P01.docx

details of verbal complaint



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