



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	
Service Trading Name	Bruce Ridge Early Childhood Centre
Service Approval Number	SE-00009755
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	<table border="1"> <tr> <td>P01</td> <td>P01</td> </tr> <tr> <td>P03</td> <td></td> </tr> <tr> <td>P03</td> <td></td> </tr> <tr> <td>P01</td> <td>P01</td> </tr> <tr> <td>P03</td> <td>2</td> </tr> <tr> <td>P03</td> <td></td> </tr> </table>	P01	P01	P03		P03		P01	P01	P03	2	P03	
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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

13.12.22 - P01 sent through an email after attending the centre to myself who was on sick leave.
 13.12.22 - lead educator of P01's room emailed to share the situation to myself due to me being on sick leave.
 14.12.22 - I responded via email, then dad responded
 15.12.22 - I responded we then have been emailing, as we have missed each other's calls.

P01 attended the centre at 9 on 13.12.22 to collect her daughter due to illness- she saw P01 sitting alone on the edge of the sandpit (two classrooms were family grouped in large playground with educators - children were throughout the space just not playing with him). She went to help him and he told her a child pushed him, P01 saying that no educators saw him or the incident or saw she was there.

Educator (P01) explained the situation as P01 entered the centre and P01 was in the foyer checking the kiosk to sort out the breaks list and had conversation with mum - where she explained P01 plays with others and that numbers are low so he is probably waiting for other children. Mum asked P01 if she could talk to P01. Mum went out to him and P01 went through the classroom out to the yard and spoke with mum again. She helped mum and P01 as he had told mum a child had pushed him. Mum then took the P01 (P01) home. Dad returned an hour later to take the other two children home.

I think we have effective supervision at the centre and it is not common for educators to stand around and talk, and at the times when we need talk to a parent or another educator we ensure that we are sure visually scanning and leave conversation to support children where needed, use opportunity to go back to the supervision policy and documents and reflect. Also the supervision policy is currently being reviewed and is close to ratifying ready for implementation - which includes educators reading and discussions.

In terms of him saying that quality has dropped I have asked to discuss with him face to face when he drops/picks up the girls on Monday so he can give examples so that I can address the specific situations/issues.

We have changed P01's booking to our other centre, he has a family friend who attends that centre. We have been supporting P01 to build friendships and language skills. Including recently changing his booking to have consecutive days after they discussed moving to Belconnen centre. We have seen an improvement in his development as the strategies have been helping.

Please upload any relevant documentation

Email thread with parents.pdf	Email thread with parents 13.12.22
Kiosk Sign in and Out 13.12.22.pdf	kiosk sign in and out 13.12.22
P01_email.pdf	P01_email
WDWC forms 13.12.22.pdf	working directly with children



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