



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

Service

Service Legal Entity Name	Northside Community Services Limited
Service Trading Name	Civic Early Childhood Centre
Service Approval Number	SE-00009766
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 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	Allegation received verbally and in writing on 20 August 2024. P01 alleges that she witnessed an educator push a child over and leave to cry, viewed from the foyer while arriving to pick her child up. P01 entered the room and addressed the educator and then notified the Centre Manager, P01 P01. The Centre Manager immediately checked in the room and discussed the matter. Educator and child were identified. Educator - P01 P01 Matter was raised to General Manager, Early Childhood/Nominated Supervisor, P01 P01, who met with educator to determine preliminary information and assess the risk. Investigation will have been instigated on 21 August 2024, educator placed on paid leave until matter is determined. Copy of written complaint attached. Further documents related to investigation to be provided to the Regulatory Authority this week.
Please upload any relevant documentation	

Submitted By: **P01** **P01**



Allegation 20.8.2024.pdf

Allegation - email 20.8.2024

Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P01	P01