



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	Florey OSHC Program
Service Approval Number	SE-00009674
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 Mobile: P03 Email: P03 P01
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	<p>Sunday 6th Nov 2022 at 9:16 am Email by mum: Further to our verbal discussion on an incident wherein a staff has put her hands on P01's shoulders. I have spoken to the parent of the child who witnessed the incident and have gathered that the educator in question had put hands on P01's shoulders to supposedly stop her from yelling.</p> <p>I have also learned that the children reported this to you, but you did not believe them. The child has also told her parent that P01 had marks on her arm as a result of the staff's physical contact with her. Although this was not visible when I picked her up after 5, I saw P01's eyes were still swollen from crying.</p> <p>I have decided to email you so there is a written record of what has transpired as I feel very alarmed and concerned!</p> <p>Could I please get a written clarification on what actions have been taken regarding the staff in question. You have said verbally that you</p>

Submitted By: P01 P01



will speak to your staff, but could I get the written confirmation that this has been addressed from your end and what will be done to ensure this is prevented in the future.

We are accessing your service in confidence that our children are safe and I appreciate all your efforts in keeping them educated about safety while at your care. And you know I support this - any reports from your end regarding concerns of **P01**'s behaviour or any of her friends are always addressed at home so as to help lessen any complains of "disruptions" from your facility. As you said to me recently, we have to ensure "Expectations for positive behaviour" is promoted. I totally agree, but this applies to educators too!

You know I am very fair and have always taken your feedback on board. But for now, I have the right to ask for a written response on what has/is being done in relation to this incident. I am also seeking for a written report of this incident which I was not provided on that day this happened.

I recall a previous incident of **P01** being bitten by another child and I was only given the report sometime later after actually making a request for it. As I am concerned with the lack of documentation on these incidents, from this point forward, I would like to seek written report for any incident where **P01** and **P01** are involved and take copies for my record. I'm afraid you and your staff calling me at work or giving me a verbal notification will not be sufficient should any need to investigate arise.

Action taken:

P01 called **P01 P01 P01** so she is aware of what happened. I recorded this incident in our Jotting book I talked to **P01** so she understands that we shouldn't put hands on a child but talk to them and if they don't listen come and talk to me.

I called **P01** so she is aware of the situation. I also informed her what we will do so this doesn't happen again. I informed her that i had talked to **P01** and I will also talk to all educators so no one put hands on her instead they need to talk to her and if she is not listening let me know. Next day i talked to all educators before their shift to discuss this incident with them and to inform them not to put any hands on **P01**.

This will also be discussed in our staff meeting.

P01 P01 P01 as made a report to the senior practitioner who confirmed that we don't need to make a report at this time; they have made a record of this.

P01 P01 P01 is coming to observe **P01** to make notes for our behaviour charts.

Communication with **P01:**

I thanked her for all of her support when working with us to support **P01**'s positive behaviour. I informed her that i have met with my manager and we will be making a report to our regulatory body. The Children's Education and Care Assurance (CECA). I also informed her that we have also contacted the ACT Senior Practitioner's Office for further advice and support. We will be following up under the guidance of CECA and the Senior Practitioner and will keep her updated, moving forward as requested educators will be putting all incidents and situations in incident form



Please upload any relevant documentation

Email from P01 .pdf	Email from P01
P01 statement- P01 .docx	P01 statement
P01 Statement- P01 .pdf	P01 statement

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