



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	NEST EARLY EDUCATION SERVICES PTY LTD
Provider Number	PR-40026948
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nido Early School Franklin
Service Approval Number	SE-40015950
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 - 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	Wednesday 6th July 2022 P01's son P01 had an incident at the service on Tuesday the 5th of July. (previously reported) following this incident P01 has submitted a formal complaint. Complaint was submitted via email on Tuesday 5th of July 2022 in the evening at 10:57pm outlining her concerns. (see attached) On Wednesday the 6th of July P01 (People and Quality Leader for ACT) called P01 at approximately 9am to ask how P01 was following his incident the day before and also to discuss the complaint that was received. P01 said that they were unable to see medical attention the night before due to extended wait times and had an appointment booked for that afternoon at 1:45pm to assess if the injury requires gluing or stitches and ensure there are no signs of concussion. P01 said that P01 seemed to be his normal self, she was

Submitted By: **P01**



encouraging him to utilise quieter activities however he was quite happy to be as active as he normally would. P01 asked how mum and dad were feeling and P01 advised after a long night they were both exhausted and concerned over the incident that had occurred the day before.

P01 advised P01 that she had received the complaint she sent through and asked if now was an okay time to discussing it in further detail. P01 agreed that she would be happy to discuss at this time.

P01 first outlined the incident from the day before again with P01 going through all the details with exactly what happened, the steps that were taken to ensure P01 was okay and then to contact mum. P01 apologised that she had not outlined that P01 had not lost consciousness the day before, and reassured mum that while P01 was upset at the time of the incident, he settled quite quickly after a cuddle. A cool washer was then applied with a small amount of pressure to P01's head, to stop the bleeding and the wound was then assessed before attempting to contact mum (P01). As P01 attempted to call mum, she arrived at the service to collect P01. Mum advised that she didn't know P01 had moved into the kinder room for the day. P01 apologised as she believed a conversation had already been held with mum in relation to this. P01 asked mum to please update the service after she was able to seek medical attention for P01 to let us know how he was doing and that when she was up to it we could have a discussion about any concerns she had.

P01 then shared that she was concerned about the lack of information she had received as a parent as she was not advised that P01 was transitioning. P01 mentioned that she had spoken to P01's Educator that morning to find out about whether or not P01's transition had been communicated with the family and she said that she had a discussion with mum about P01 moving up and mum said that she wasn't sure if he was ready but that if he wanted to go to that room she was okay with it. Mum said that is not exactly how that conversation went and she thought she was supposed to get transition paperwork? P01 agreed that ordinarily she would receive transition paperwork and advised that unfortunately the printer was not currently working and we were awaiting a technician to attend site and repair. P01 advised that an email would have sufficed and P01 agreed and apologised that this was not actioned.

P01 then said she had some concerns about communication. She mentioned that she felt if P01's permanent educators were not present when she collected P01 of an afternoon that she struggled to find out how his day was. P01 noted that she would investigate this and have a meeting with all educators to ensure any and all messages were passed on to all families to ensure that consistency.

P01 then said that she is concerned as there has been a high turn over of the Service Manager since P01's time in care. P01 noted that she understood her concerns however unfortunately due to a number of factors, different managers have left the service. P01 advised that the current management team had gone through an extensive hiring process and have shared that there was conversations held with each of them to ensure they were looking for a long term role to provide consistencies for the children, families and educator team and that very clear expectations have been set with the whole team to ensure the right level of support is offered for all. P01 advised that she would like to set up a face to face meeting once P01 was recovered so that she could formally meet the new management team and discuss any updates from her concerns.

P01 noted that she appreciated the phone call and would process



all the information that was discussed and would update us that afternoon with how they went at the Doctor. **P01** asked if **P01**'s fees could be waived for the day as they were unable to seek medical attention the night before. **P01** agreed this would not be a problem and fees were waived.

P01 then called **P01** back at approximately 3:30pm where **P01** advised that **P01**'s head had been glued and that he was in good spirits. Mum advised that she would keep **P01** home another day to assist with the healing process before he returned to care and he would return next week. **P01** then waived the fee for Friday's care as well.

Please upload any relevant documentation

P01 **P01** - Formal Complaint.pdf

P01 **P01** Complaint Email

Child Details

Child's Name **P01** **P01**

Child's Gender Male

Child's Date of Birth **P02**

Contact Details

Name **P01**

Phone Number **P03**

Email Address **P03**