



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	YWCA Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	YWCA Charles Conder School Age Care
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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	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	Friday 26 July 2024 @ 9:51pm via email. Steps/Actions - Quality and Compliance Manager contacted P01P01 on Monday 29 July 2024 to discuss the concerns and clarify information. - Quality and Compliance Manager attended Charles Conder School Age Care on Monday 29 July 2024 to discuss the incidents raised by P01P01 with the team. - Quality and Compliance Manager has requested a group session to be held with the children discussing safe interactions in play. - Quality and Compliance Manager will be in contact with P01P01 on Tuesday 30 July 2024 to share the investigation into the raised concerns and actions.
Please upload any relevant documentation	Charles Conder Email.pdf P01P01 - Email



Child Details

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

Child Details

Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02

Child Details

Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01