



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	Belconnen Community Services Inc
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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Name: P01 P01 Contact number: P03 email: 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	P01 received a phone call on 29th January 2025 from P01's mother, P01, regarding a 6-year-old child's inappropriate behavior during play. Previously, P01 had also received an email on 20th Jan 2025 from P01 about the child's inappropriate behavior while playing with her daughter, P01. Due to the sensitive nature of the information, P01 asked P01 whether it needed to be reported. P01 confirmed that she did not wish to report it. The agreed-upon action, in consultation with P01 and the child's mother, was to separate the two children during play at the school holiday program. The detailed relevant information has been attached to this report.
Please upload any relevant documentation	

Follow up on P01's mother email- 21.1.25.docx

A complaint email from P01



A Complaint from P01's mother regarding P01's inappropriate behaviour- 29.1.25.docx	A phone call from P01 on 29th Jan
Followed up on P01's complaint - 30.1.25.docx	Followed up P01's complaint
The original email from P01 P01 on 20th Jan 9.pdf	The original email from P01 on 20th Jan at 9:36PM
Observation from Educators on 29th Jan 2025.pdf	Observations from Educators 29.1.25
Florey children atteance 20.1.25.pdf	Children attendance record 20.1.25
Working Directly with Children Record 20.1.25.pdf	Working Directly with Children 20.1.25 Record

Contact Details

Name	P0-P01
Phone Number	P03
Email Address	P03