



**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	CAERUS CHILD CARE PTY LTD
Provider Number	PR-40003575
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Springbank Rise by Busy Bees
Service Approval Number	SE-40004390
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 Email: P03 Phone: 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

A written email was sent to the Area Manager, P01 P01, on 9 October 2023, outlining she had not received the new front door access code. In the email, P01 mentioned that she did not receive communications regarding a child who had a confirmed case of COVID.

The Facts discovered are, the new code was emailed to current guardians only on Friday 6 October 2023 via our Xap portal. P01 has withdrawn her children and our new system registered that she was an inactive family and as a result did not obtain the new code. The Service Manager ensured that a staff member was available to support families entering the service in the morning. This communication was not sent out as the child has not attended the service in the last 5 days therefore there was no exposure to report to families. This information has been given by a disgruntled family that has left the service and did not provide all the relevant information.

In the email, P01 requested an immediate withdrawal which has been approved by the Area Manager. P01 informed the Service Manager last week that they were moving out of the area and submitted an end-of-care form.

Next Steps:

P01 has acknowledged and approved the immediate withdrawal from care for P01's children. P01 informed P01 that she would explore the grievances raised in the email and would share the facts discovered.

Please upload any relevant documentation

P01 Email.docx

Email P01

Child Details

Child's Name

P01 P01

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03