



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	P01 P01 - Mother Phone: 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

Today, **P01** requested to speak with the Service Manager (SM) privately. At the time the SM was unable to be released from ratio, so the SM requested that she send an email in the meantime and they could follow up at pick up time.

P01 came to collect **P01** at 2.30pm, prior to her picking up **P01** the SM and **P01** had a private conversation where it was explained that **P01** went home on 14 November 2023, and showed **P01** her genital area saying that it was hurting. After **P01** had a shower, she was still complaining about her genital area. **P01** asked **P01** if it had happened at school, **P01** responded by saying 'yes'. **P01** asked if a child or educator had done it, **P01** responded with "P05".

P05 **P01** uses this name for an educator named **P01** (**P01** **P01** **P01**).

The SM was informed that as a precautionary measure, **P01** was taking **P01** to the doctor today (15/11/23) to be assessed.

Actions Taken

SM notified the Area Manager

Area Manager notified the Chief Pedagogy Safeguarding Officer at Busy Bees

SM reviewed the nappy change and toileting record, which indicated **P01** had not taken **P01** to the toilet on 14.11.23. **P01** is toilet training and does not wear a nappy while at the service.

SM reviewed Working Directly with Children records for 14 November 2023, which states **P01** worked from 9:00am – 5:15pm. **P01** was in attendance from 9:04am – 4:55pm.

The SM gave a courtesy call to **P01** after the doctor's appointment this afternoon, **P01** informed the SM that the doctor assessed **P01** and she could not find any signs of injury on the genital area and everything looked fine. The doctor informed **P01** to monitor her for any future behaviour changes.

P01 has requested that **P01** be moved back to the Toddler 1 classroom which the SM has agreed to. **P01** had transitioned up to the Toddler 2 classroom approximately 3 weeks ago.

Documents to be submitted later.

Please upload any relevant documentation

Child Details

Child's Name **P01 P01 P01**

Child's Gender Female

Child's Date of Birth **P02**

Contact Details

Name **P01** **P01**

Phone Number **P03**

Email Address **P01**