



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Abacus Child Care and Education Centre
Service Approval Number	SE-00009744
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 P0-P01 P03 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

13.07.2021

Yesterday morning, P01 arrived at the service to drop P01 at care and spoke with the assistant manager, P01 P01, who was the responsible person in charge at the time.

P01 was upset that her child has been unwell and believes that this was a direct result of the team at Abacus not following our responsibility to exclude children at the centre who are unwell. This is not the first time this family has expressed concern that there have been children at Abacus who are unwell, but during this conversation P01 wanted to make a formal complaint as she believes that we are not upholding the regulations to care for the health and safety of the children.

P01's main issue was children with runny noses and coughs; P01 spoke about illness being a shared responsibility between the educators and families and said to P01 that we would send out an email to the families to remind them of the of the illness exclusion procedure and when to keep the children home/when children would be sent home from care.

After the conversation with P01, P01 went to chat with the educators in P01's room to discuss the illness exclusion procedure and ensure the team understood their responsibility regarding illness exclusion.

P01 then informed P01 P01, the centre manager, of the conversation she had with P01 P01 and P01 sent out an email to all of the families at Abacus to remind them of the contents of the illness exclusion procedure. This email was also sent to each of the rooms across the centre - we think that including the images of "decoding baby snot" will support both educators and families understand when a child's nasal discharge is cause for concern.

P01 then contacted the Assistant Director of Children's Services, P01 P01, to notify her of the complaint. P01 is following up with P01 today.

Please upload any relevant documentation

20210714104150644.pdf	Illness records Part 1 - Evidence that children have been sent home when they display signs and symptoms of being unwell
20210714104213771.pdf	Illness Records Part 2
20210714104231437.pdf	Illness Records - Part 3
20210714105122028.pdf	Copy of email sent to families reminding them about the illness exclusion procedure
Bathroom cleaning checklist.pdf	Bathroom Cleaning Checklists
CS-PRG-PRO-010 Illness Infectious Diseases and Exclusion Procedure V2.pdf	Communities@Work Illness Exclusion Procedure
Toy-resource cleaning checklist.pdf	Toy/resource cleaning checklists



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01