



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	P01's mother P01 P01 contact number: 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	Date complaint received: 14.1.2025 Copy of written complaint has been attached in this report Step taken: Actions Taken: <input type="checkbox"/> Conversations with Children: P01 held individual conversations with P01, P01, and P01 to set expectations for playing respectfully with others. The OSHC Program rules were also reviewed with them to prevent similar incidents. <input type="checkbox"/> Increased Supervision: Educators have been informed to closely monitor the children mentioned in P01's email. <input type="checkbox"/> Parental Communication: The incident will be communicated with the parents of the children involved to seek their support. <input type="checkbox"/> Encouraging P01 to Speak Up: P01 has been encouraged to inform educators immediately if he feels uncomfortable or upset so the situation can be addressed promptly.
Please upload any relevant documentation	

Email from P01's mother.pdf

Email from P01's mother

Submitted By: P01



Follow up on **P01**'s mother email.pdf

Follow up on **P01**'s mother email

Child Details

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

Contact Details

Name	P0 P01
Phone Number	P03
Email Address	P0