



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Forrest Early Education and Care Centre
Service Approval Number	SE-00009775
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 P01 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

On Tuesday morning at 9.30am I was alerted by a parent they were concerned by a lack of leadership within the Toddler pod, there was a child crying, toys all over the floor and an educator who they hadn't met before. The educator was on the work phone and overwhelmed. I then received an email at 10.27am from the parent in regards to the complaint which explained their concern of children unsupervised on the nappy change table, a lack of leadership in the toddler environment and previous discussions in regards to fussy eating and soiled nappy on collection.

I then immediately:

- Explained to the family the educator within the toddler pod was unwell today and the educator was informing myself the casual hadn't arrived they were at ratio and needed assistance.
 - I organised an educator from the Preschool pod to assist the toddler pod
 - After receiving email I arranged a meeting with each individual educator within toddler pod to critical reflect on situation
 - Discussed safety concerns and requested report in regards to circumstances from the team leader involved
- On email notification

- I phoned family to discuss the changes which had occurred after they had left in regards to an educator in which their child had an attachment with attending the environment
- The food in which their child had eaten for morning tea
- The discussion in which had occurred with the educators immediately after their departure
- The reinforcement bathroom

I completed an incident report for the other children on the change table and called the families to advise them of the situation

We will continue to:

- Talk to the children about safety and boundaries
- Talk to the educators about positioning of furniture and locking of bathroom when changing nappy's
- Discuss what to do if a child is climbing into an unsafe area and when it is appropriate to physically stop them/use restrictive practices
- Process of changing nappy routine time
- Reflection on process on environment, routine and best practice to complete tasks eg time of day to do nappies.

Please upload any relevant documentation

Email from P01 P01 .docx	Email from family
photo from P01 .jpg	photo
Response email incident 1st August 23.docx	response to email



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