



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	Manuka Occasional Childcare Association Incorporated
Provider Number	PR-00005848
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Manuka Childcare Centre
Service Approval Number	SE-00009811
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	Parent: P01 Mobile: P03 Email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child: P01 Gender: Male DOB: P02
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	1) Complaint received: 20 December 2020 2) Emailed complaint included in supporting documentation 3) The educator involved in the complaint has been interviewed and her statement included in the supporting documentation 4) Colleagues of the educator involved have been interviewed and their statements are included in the supporting documentation 5) A phone call with the complainant has been undertaken by the nominated supervisor and is included in the supporting documentation 6) External notifications have also been lodged with the ACT Ombudsman and Child Youth Protection Services 7) The educator is on leave whilst the investigation is being undertaken. 8) The President of Manuka Occasional Childcare Centre Association Inc. has been informed of the complaint.

Submitted By: P01



Please upload any relevant documentation

Supporting Documentation - P01.pdf

Supporting Documentation - Complaint

Contact Details

Name

P01

Phone Number

P03

Email Address

P03