



**213A
EDU**

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	Mum P01 P01 P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 P02 - Y yrs and 4mths



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

Complaint sent Saturday 1st of May 2021- As this is outside of the service operating hours, the Service Manager received the complaint on Monday 3rd of May 2021.

Mum Alleges on Thursday 22nd April 21 night, **P01** mentioned that an educator smacked his hand at outdoor playarea. He had no idea why it happened. On that Thursday night, we tried to ask him who was the educator. He did not mention the name on that night. He said the person with Beanie and (green) glasses. He did not want to tell us because he was worried that he would get the trouble.

Steps Taken

Will investigate to identify staff member fitting the description by **P01**

Gather witness statements where applicable

Speak with lead educator regarding **P01**'s behaviour

Please upload any relevant documentation

Respectful Relationships with Children
Policy QA5.1 (2).pdf

Re respectful Relationships with Children Policy

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P03