



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	Anglicare Canberra and Goulburn
Service Trading Name	Anglicare at Southern Cross ECS
Service Approval Number	SE-00011292
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) P01 P01
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	30/08/2024 Summary: An educator has been accused by another parent/educator of shaking a baby and handling young children in a rough way. Steps: I will have a discussion with my manager, so she is informed on what has happened. I will conduct a meeting with this educator and the other educators who are in the environment to create a larger picture of what has been happening. From there I will be able to review and revise on what actions are best to take.
Please upload any relevant documentation	
Complaint 30.08.2024.pdf	Complaint

Contact Details

Submitted By: P01 P01



Name	P01	P01
Phone Number	P03	
Email Address	P03	