



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Family Day Care and In-Home Care
Service Approval Number	SE-00009666
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 P01 P03 P03 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

Email received from parent overnight, (see attached) and read today 1/2/23

I emailed **P01** as soon as I got into the office, (7.50 am) to advise that I was available to discuss her complaint.

P01 phoned me immediately with her initial concern, of having to send her son to care with the educator. I advised that for now, I would organise backup care for **P01** and that we would discuss the complaint when he was settled into care. Back-up care was organised and a discussion was had later in the morning where **P01** advised that she would like to lodge the complaint formally. We also discussed replacement care options at one of our centres, which I followed up on and provided details to **P01**.

I submitted the complaint through the Communities at Work Get in Touch portal. Together with my support team, we began to unpack the complaint. Advice was also sought from the Director of Children's Services, **P01 P01**.

I have scheduled a visit with the educator **P01 P01 P01** for tomorrow to discuss the complaint.

Our office was also advised late this afternoon that **P01** had been using the parent's pin number to sign **P01** in and out of care. We will seek further clarification directly from **P01** and also raise this noncompliance issue with **P01** when we meet.

Further notes will be provided after our meeting.

Please upload any relevant documentation

Complaint RE educator P01 P01 P01 .pdf	Parent complaint
Consolidated Messages in order P01 Communication.docx	Text messages between parent and educator

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