



## 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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Florey OSHC Program
Service Approval Number	SE-00009674
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	<a href="#">P01</a> <a href="#">P01</a> - <a href="#">P03</a>



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 received verbally and in email on 1 July 2021

Email below copied (will email through original to the CECA team once requested)

Hi P01  
Cc P01

Thanks for your time earlier today. I happen ro have P01's email, don't mean to jump over you.

Due to the incident with P01 earlier today, I have decided to cancel the whole of next week's cares.

Tomorrow's cares still On, subject to you and the staff assuring me that my child will be 100% safe in your centre.

The other child's behavior being attributed to his bad mood hitting my child at the back of his head, is not acceptable to me.

Two times the same child in the same week as per my son's report (last time he punched hard in the belly) in a row my child has come being hit by other child.

Please advise on what steps you will take tomorrow to mitigate this?

It is causing in my work plans and my child's safety.

Thanks

P01  
Mob P03

The nominated Supervisor/Director reassured P01 that the engagement between the children did not result in an injury to P01 and that strategies would be discussed with the team to ensure there is consistent messaging to the children around respectful behaviors when engaging with each other. P01 P01 was concerned about one child and tow incidents.(attached).

Program Manager contacted P01 via phone at 1.05pm to address the email of concerns at copied above. P01 explained he was happy with the way in which the team has addressed the incident(attached) I explained that I speak to my director's daily and this includes support for children's behavior discussions. I explained to P01 that he must feel free to contact myself at any time with and further concerns he may have.

I have made this report based on the extreme distress this was causing the parent and was inferring we had contravened the law by questioning our teams address to keeping children safe.

Also just to add another parent offered verbal advice during the original communication which was not received kindly by P01, which then resulted in dispute. P01 managed this well and moved the parent apart, calming the situation.

Please upload any relevant documentation

Incident Report - C01 P01 P01.pdf

C01 - P01



## Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

## Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P01	