



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	Capital Region Community Service Limited
Service Trading Name	Belconnen Early Childhood Centre
Service Approval Number	SE-00009749
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	Phone: P01 P01 P01 P01 e-mail: 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

24/11/2023 - Friday

I am sending the e-mails sent by the mother and also I am sending my answer.

1- Email: Fri 24-Nov-23 2:39 PM - I will send a copy of that

2- Email at 2:43 PM - I will send a copy of that

3 - My first action was to make sure the child was safe and clear of any harm. I can confirm that. He did not have any sign of been harmed. I talked with him and in a few minutes, he was able to play.

4 - I sent an e-mail to our Senior Manager and also to the HR to notify them about what happened. Following their instructions, I make sure that educator was always with another person during the day and I had a meeting with her. the educator said that:

"The child was visibly upset during drop-off today. As his mother left the room with his sister, he began crying at the gate. I invited him to come outside with me, but he attempted to return to the gate. I prevented him, and in response, his frustration escalated, leading him to scream and attempt to kick. He eventually lay down on the floor and cried for a few minutes. I was seated at the dolls area approximately 2 meters away from him. Waiting him to calm down.

After a brief period, you approached **P01**, and I advised against engaging with him, explaining that, based on my familiarity with him, he needed some time on his own when highly frustrated. "

As I mentioned before my first step was checking the child for any harm and he was fine just really sad.

5- The educators received training on safety circles and how to deal with children experiencing emotional difficulties in the last month at the monthly meeting. We intend to continue with training to ensure quality and wisdom when dealing with conflicts.

6- About the ratio, the mother mentioned she was not sure about the number of educators was enough for the number of children. between 7:45 to 8:30 we were two educators with 3 children under 3 and 5 children above 3. I can grantee that the ratio was in accordance with the law.

7- My answer to the mother. I sent two e-mails. I will Send a copy of it

Please upload any relevant documentation

Answer 1.docx	My first answer to the mother
Answer 2.docx	My second answer to the mother
Child Care Statement Issue - 24.11.docx	The mother statement..
P01 e-mail 1.docx	Mother first e-mail
P01 e-mail 2.docx	Mother Second e-mail



Child Details

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

Contact Details

Name	P01
Phone Number	P03
Email Address	P03