



**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	P01 P01 M: P03 E: P03 Relationship to child (Mother)
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	Date verbal complaint received: 07.02.2022 Date relating to day incident occurred: 02.02.2022 Child attends part-time and parent waited for next day of attendance to meet with Service Manager Written evidence still being sought, but notes of the meeting for the receipt of complaint added to an incident, accident, illness, trauma form.
Please upload any relevant documentation	Documents to be submitted later.



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03