



## 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	ACT Education Directorate
Provider Number	PR-00006465
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Turner School
Service Trading Name	Turner School - Preschool Unit
Service Approval Number	SE-00011227
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	<b>P01</b> <b>P01</b> (Parent of <b>P01</b> <b>P01</b> , witness to incident but not involved) <b>P03</b>



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

Note: This incident occurred at After School Care, however the school is liaising with the After School Care provider to ensure student safety.

**P01**'s mum emailed preschool teacher regarding an incident where he had witnessed **P01** and **P01** put each other's penis' in their mouths. He reported this happened at After School Care behind the tree on the playground. **P01**'s mum had asked **P01** if they wanted him to be involved and **P01** reported that **P01** had said he would punch him if he didn't. **P01** did not get involved.

**Actions:**

- **P01** Contacted **P01**'s mother **P01** she is aware of the incident, and at her request we have helped her to connect with the school psychologist.
- **P01** contact made with mum and dad **P01** and **P01**, they are aware of the incident, and have been active in seeking support on how to talk with **P01** we have connected them with the school psychologist
- Contacted **P01**'s mother, **P01** to let her know we had followed up and would continue to monitor and supervise. She also has details to connect with the school psychologist should she feel **P01** needed it.
- Classrooms have gone through safe behaviours with all students as a general lesson today.
- Team leader has made a mandatory report
- After School Care has been contacted, Deputy principal met with them. They are aware we have had contact with families. They will continue follow up from here.
- Met with preschool teachers this afternoon to debrief and go through procedures to support. Usually we would be getting afters to take the lead in follow up if the incident occurred there, so we have tightened up those processes and helped the teachers know how to respond should something be reported to them first.

Please upload any relevant documentation

Documents to be submitted later.

### Contact Details

Name	<b>P01 P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01 P03</b>