



**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	Woden Valley Child Care Centre Association Inc.
Provider Number	PR-00005885
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Woden Valley Child Care Centre
Service Approval Number	SE-00009859
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, phone: P03, email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01, F, P02



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

Sunday, January 24, 2021, 3:14:23 PM

Copy of written complaint (attached)

I (P01 P01 - Director) have witnessed Mr P01 leaving the centre almost in tears around the mid-last year. I followed him outside and asked if he was ok. He said he was fine to start with, but I could tell he wasn't. He told me that when he walked into the room, he noticed an educator (tall girl) holding P01's hand and moving it so she could clean up the table for afternoon tea. I asked many times if he could tell me which educator it was, and how the educator held P01's hand. He was unable to do so.

Later on, he said it was a tall girl in a red t-shirt. I spoke that day with staff members present in the room, and no one had recorded any worrying behaviour. I talked to the educator herself who wore a red t-shirt, who was also unable to recall that event.

That day I spoke to both P01 (father of the child) and P01 (mother of the child) asking them for more details, explaining what steps were taken. I also asked to put it in writing as P01 seemed to be upset by this. Both parents said that they do not wish to place a formal complaint or make a big deal out of it, and they were happy with us chatting to the educator and actions taken.

Later on, Mr P01 called me and informed me that educators name was P01 (blond). P01 hasn't been working with us for months then, which I found strange. On November 6th, Mr P01 said to me it was P01. I did explain to him again, that he is welcome to put on a formal complaint, but refused, saying that he is happy that P01 is going to preschool. P01 - P01 P01 (my 2IC who shares the office with me) has heard all my phone conversations in regards to this matter.

No further actions were taken in that matter as no formal complaint was received and family was not 100% sure about the person either.

The written complaint was lodged to Committee of WVCCC on Sunday, following formal letter issued to Mr P01 for his aggressive behaviour towards child in our care - incident dated on 21.01.2021, serious incident lodged on the 22.01.2021.

Service will conduct interviews with the staff again and record them as part of an investigation process. The formal investigation report will be then created with findings.

Please upload any relevant documentation

Complaint_Mr P01 .pdf

Complaint recived via email

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03