



## 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	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> <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

Complaint received 19.02.2024.

"Hi **P01**,

It is very heartbreaking to see my child **P01** being bitten at your childcare very frequently. He was bitten again on 16/02. In the last couple of weeks alone he was bitten more than 5-6 times, given we're away for a week! I am attaching few pictures for your reference. I am not just worried about his physical injury but also more concern about psychological impacts on him. He used to be super excited about going to child care but lately he started refusing it! Such incidents were very rare last year and just got worst from this year. Something is not just right lately! I think kids are not being well looked after in your centre. Dont get me wrong but it makes me question about the overall performance of your whole team, happy to discuss it in details! As a parent, I need to be assured that my child is well looked after and is safe at your centre. Moving forward, how would you prevent such incidents from happening? I would appreciate if you could share your plans and actions with me, so that I can drop my son at your centre with peace of mind. My suggestion for you is to get some extra staff to look after the biter kid through out the day and be more vigilant on every kids. Trust me you definitely need extra staff. On 30th January, **P01** was bitten on his back and none of your educators were aware about it. I noticed it while picking him up later in the afternoon and got the incident report done after a day or two.

Please let me know if you have any further questions and I will happily answer it. I will look forward to your response.

Best Regards,

**P01**

Steps taken:

1. **P01 P01** (NS) has organized a meeting with **P01** and the senior manager for Thursday 22nd Feb to discuss concerns and work in partnership to address concerns and identify strategies to support **P01**'s needs.
2. Inclusion training for all staff completed Wednesday 24th January by Senior Manager Education and Care. Training covered identifying inclusion needs, working with families and wrap around supports to design inclusion strategies tailored to individual children. Training also supported educator understanding of the inclusion support framework and steps including all documentation.
3. Following the training, inclusion support plan created February 2024 (for child who is exhibiting biting behaviors) in consultation with family and Occupational Therapist.
4. Play and learning environment updated to reflect the inclusion support plan, offering sensory spaces, emotional learning areas, large body movement opportunities and, quiet spaces.
5. Individual strategies from inclusion plan enacted including but not limited to individual interest basket (trains and books), sensory support necklace, visuals on lanyard for educators translated into child's home language, meeting and exceeding ratio to decrease number of children to educators.
6. Information on biting shared via Storypark to all families and available in hard copy in the service to support both biters and bitees.

Please upload any relevant documentation

BECC Preschool program term 1.pdf	BECC Preschool program term 1
<b>P01</b> Step 2.pdf	<b>P01</b> Step 2
<b>P01</b> Step 3.pdf	<b>P01</b> Step 3
Inclusion Training 1.pdf	Inclusion training ppt to pdf

Submitted By: **P01**



Photos of <b>P01</b> <b>P01</b> site marks.pdf	Photos of <b>P01</b> <b>P01</b> items
Photos of preschool environment per inclusion plan.docx	Photos of play environment
Step 1 <b>P01</b> 13 and 15.02.2024.pdf	Step 1 <b>P01</b>
Step 1 <b>P01</b> 31.01.24 and 13.02.2024.pdf	<b>P01</b> step 1
Step 1 <b>P01</b> 31.01.24 and 13.02.2024.pdf	Step 1 <b>P01</b>
Step 1 Inclusion Plan Process.pdf	Inclusion step 1 template
Step 2 Inclusion Plan Process.pdf	Inclusion step 2 template
Step 3 Inclusion Plan Process.pdf	Inclusion step 3 template

## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

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