



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
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	P01P01 Email: P03 Phone: [REDACTED]
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Complaint relates to behaviour affecting more than one child and possibly the whole class. It relates to the JP2 class at Anglicare @ Franklin School.



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

I received the complaint on 26.10.2020 via email.

I was forwarded an email from **P01P01** - who had sent the email to the centre on the weekend.

P01 raised concerns initially verbally with the Educational Leader who encouraged her to put her concerns in writing.

P01 has just finished working with Anglicare @ Franklin.

P01 raises several concerns regarding two educators. Majority of her concerns relate to one educator (**P01 P01**), the concerns raised for the other educator (**P01 P01**) focus more on collegial relationships and use of work time to complete personal tasks.

None of the allegations raised are dated, nor do they name specific children. They point to a general concern for the behaviour towards children in the classroom.

The concerns raised in particular regarding **P01 P01**'s behaviour and treatment of children causes us to consider this as reportable conduct.

Staff roster was altered to ensure **P01** was not alone with children while we worked with HR to take steps to stand **P01** down from work. **P01 P01** has been stood down as of 27.10.2020, with full pay until further notice and pending an investigation.

Anglicare management are looking at the requirements to make a report regarding reportable conduct. A formal investigation will be planned and carried out.

The other performance issues relating to **P01 P01** are being managed by the Centre Director and ECEC Manager.

Please upload any relevant documentation

Anglicare exit report-23-10-20.docx

Emailed letter from **P01P01**

Contact Details

Name

P01P01

Phone Number

P03

Email Address

P01