



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Birralee Early Education and Care Centre
Service Approval Number	SE-00014243
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	P01 P01 P03 P01
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	On Wednesday 19.1.22 Birralee Education and Care received an email from P01 P01 noting that she believed her son P01 who is P05 had been accidentally fed gluten the day before, 18.1.2022. We have launched an internal investigation into the circumstances surrounding her claim. Initial investigation has revealed that, P01 was given gluten free spaghetti for lunch, part of the allegation was that children were having late snack when Dad arrived and noted there were chicken biscuits in the room and assumed P01 had eaten these, when the alternative provided to P01 was gluten free P01 crackers there is nothing to indicate that P01 consumed any gluten at any other time in the day.
Please upload any relevant documentation	

Allergy Chart.jpg	Allergy Chart Display
P01 Action Plan.pdf	P01 P01 Action Plan

Submitted By: P01 P01



P01 Intolerance Notice.pdf	P01 P01 Intolerance Notice
Email from P01 Assistant Director Birralee.docx	Email from P01 Assistant Director Birralee
Gluten Free P01 crackers.jpg	Gluten Free Rice Crackers Photo
Gluten Free Spaghetti.jpg	Gluten Free Spaghetti Photo

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01