



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Charles Weston Out of School Hours Care
Service Approval Number	SE-40005645
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 P03 P03



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

5/6/23

P01 approached the responsible person and asked if a parent had made intimidating comments to her son, as he was upset upon collection. Staff relayed that they were not aware of any issue, but would further investigate.

(Email summary from service attachment provides detail).

P01 placed a written concern that evening asking to be contacted.

6/6/23

P01 P01 (Senior Educational Leader) contacted P01 to discuss the complaint, however alerted OSHC Manager P01 that she felt the call was not productive due to P01's conduct.

(written complaint and initial contact summary attachment)

P01 followed by initiating an email, which over the course of several exchanges has resulted in P01 refusing to accept that she had incorrectly identified the person of concern despite relying on children's reports rather than staff observation that absolves the person of suspicion of inappropriate contact, as well as P01 ignoring any requests to provide further information that may assist in investigation.

(Email chain, provider and parent)

The provider is of the opinion that the interaction may have been incorrectly communicated to P01 by her child, but has attempted to continue investigation as it cannot confidently confirm that no such interaction occurred. The incident has been reviewed by the educator team, and the importance of vigilance in this area discussed as a preventative measure.

Please upload any relevant documentation

Additional complaint.pdf	Additional complaint
Email chain provider and parent.pdf	Email chain provider and parent
Email Summary from Service.pdf	Email Summary from Service
Written complaint, initial contact summary.pdf	Written complaint, initial contact summary

Child Details

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

Contact Details

Name	P01 P01
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Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40866240**
Date generated: 09/06/2023

Phone Number

P03

Email Address

P03

Submitted By: P01 P01