



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	Caerus Early Learning Pty Ltd
Provider Number	PR-40013119
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Coombs Early Learning
Service Approval Number	SE-40010858
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	<p>P01 P01 Parents</p> <p>P0 P01 (Mother) P03 P03</p> <p>P01 P01 (Father) P03 P01 P01</p>
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	<p>The date of complaint received was 1st April 2022 (Friday) at 10:30 pm, we received the complaint after hours, and we read the email on Sunday 3rd April 2022 at night at around 10:00 pm.</p> <p>Written summary: on 1st April 2022 at 10:30 pm, P01 P01 (P01's father) emailed us their complaint about P01 being bitten by the other child on a couple of occasions, we have recorded the following;</p> <ul style="list-style-type: none"> - two injury reports of the bite injuring P01 - one incident report of P01 biting himself - two incident reports of P01 biting P01

Submitted By: **P01 P01**



(for more information please refer to the attached parent email)

Steps taken

4th April 2022

We met with P01 (lead educator in toddler room - P01's room) we discussed what had happened and to help us understand the bigger picture of the incident, P01 showed us the incident report that matches the incidents that P01's parents took the photo and the incidents they were referring to the email.

first injury report - 11th February 2022 (P01 biting himself)
second injury report - 14th February 2022 (P01 being bitten)
First Incident report - 14th February 2022 (P01 biting)
third injury report - 1st April 2022 (P01 being bitten)
Second incident report - 1st April 2022 (P01 biting)

We also discussed with P01 about P01's parent's email saying that there were a couple of occasions that P01 was bitten by P01. P01 told his parents it was P01 that happened and there was no injury report was given to them. P01 said that they didn't witness any incident for those bites and P01 suspected that P01 went through that pace he bite himself. as there was an occasion that an educator witnessed P01 biting himself on the hand. (please refer to the injury report dated 11th February)

P01 said that she is in constant communication with P01's parents as well about P01 refusing to wear his shoes, throwing himself on the floor, hitting educators and now biting other children. P01 had a meeting with P01's parents on Friday and, she also invited P01's mum for a meeting.

We advised P01 to create a strategic plan to support P01 and P01, including, how educators can respond to behaviour that P01 displays, and how we can effectively supervise P01 and P01 during the day.

4th April 2022

we met with P01 (P01's mother) we discussed with her about P01 biting another child, and the changes in his behaviour such as when he doesn't get what he wants he tends to throw himself on the floor and hit the educator. P01's mother said that he does the same at home, we asked her what she does when he does that at home, she said that she lets him cry and offers cuddles and if he refused she let him have the space.

P01's mum shared the normal routine at home, and the strategies she does with P01 and P01's sister. she said she doesn't let him use the iPad or watch TV, she also said that P01 just plays in his playroom. and when her daughter watches TV, she lets P01 watch too.

P01 (Toddler lead educator) indicated that P01 doesn't like wearing his shoes and that he often takes them off, P01 is concerned that in colder months he might not feel comfortable, and in summer months he can hurt his feet as the ground can get hot from the sun.

Mum said that P01 does the same at home and she just lets him not wear shoes, and she is fine with that. however, she is stern with P01 that if she says he needs to put his shoes on he listened. mum also said that she acknowledges children are different here in childcare and at home.



we advised mum about the strategy we will do for P01 and we recommended for her to do the same approach and strategy at home. (we aim to get the plan done by tomorrow) once done we will give a copy to P01 mum. and she agreed.

we also talked about P01 language, and how he communicates at home if he can speak well P05 mum said that he say one word or two of P05 we advised mum that there might be a P05 as well as P01 not talking here as well. we explained to her that language can affect children's interactions with adult and their peers, when they don't have the language, sometimes it's hard for them to express their emotions and how they feel, including when they are upset it's hard for them to express their feelings and because of that children sometimes respond to a way that they can express themselves.

we recommended to mum to maybe take P01 to see someone who can help with his language (a speech therapist) as this can affect P01 interaction with his peers and his communication in the future. mum is happy to research and we said that we know a speech therapist we can recommend (one of the children currently attending our care speech therapist)

we closed the meeting with P01 mum by giving her support such as we will create and giving her a copy of the strategy plan, and giving her the contact information of the speech therapist we know- (to help assess P01 language) and the toddler team to keep their communication open including how P01 progressing.

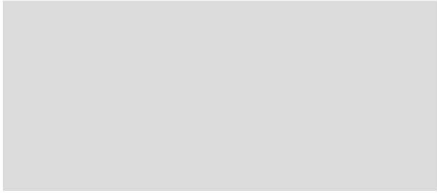
P01 mum is also open to the possibility of moving P01 to the other room if needed. however, we need to see if this can be done. then we will communicate with mum.

4th April 2022

we met with P01's parents P01 P01 (Mother) and P01 P01 (Father) P01 P01 (operational manager), P01 P01 (assistant centre manager) and P01 P01 (Acting centre manager) are also present in the meeting.

P01's parents discussed their concerns with us, their worry, and their request of separating P01 and the other child, immediately, we explained to them that we want to support them particularly P01 and the other child and the family as well, P01 explained the process we will put in place such as we will observe the child and what is triggering the biting behaviour, we advised them about our meeting with P01, and P01 mum and the strategic plan in place we discussed with P01 and P01 mum. they expressed that they understand the process we need to do. we advised them that we will keep our communication open with them and update them as things progress.

Items we discussed in the meeting will be sent to P01's parents to ensure that we are on the same page and that we would be working with both families to ensure that strategies were being put in place effectively. We requested a follow-up meeting with them on Monday 11th April 2022 to discuss our progress, they both said they would come back to us as soon as they had discussed further at home



Please upload any relevant documentation

11th Feb P01 biting himself.pdf	11.02.22 P01
14th Feb P01 incident.pdf	14.02.22 P01
14th Feb P01 injury.pdf	14.02.22 P01
1st April P01 incident.pdf	1.04.22 P01
1st April P01 injury.pdf	1.04.22 P01
Email Complaint.pdf	Email of Complaint
Email response.pdf	First response to email

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	P03