



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	Forrest Early Education and Care Centre
Service Approval Number	SE-00009775
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 [REDACTED] P03 [REDACTED]



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

We received feedback provided by [REDACTED] family on Friday 5th January 2024 at 11.29am via email with discussions regarding 2 bruises on P01 lower legs which occurred on the Wednesday 3rd January 24 according to the family and discussed with the educators within the room on the Thursday 4th January 2024 as the educators did see P01 fall over a few times throughout the day however no marks were noted an incident form was completed after the family had spoken with the educators on the Thursday and the marks had been discovered. The email also asked for suggestions on food intake and a question regarding the usage of nappy cream.

We were in the process of reflecting on the feedback when we received another email on the 11th January 24 which we followed up with an escalation to a risk to health and safety concerns notification complaint on 10th January 2024 at 6.17pm update with food intake suggestions, 1 bruise on back unreported with a concern of bullying and wet clothing on pick up from service. On Thursday morning I investigated the situation with the team, discovering P01 had been climbing on the outdoor climbing equipment and children's furniture during the day however P01 had been engaging in a lot of physical activity and had been climbing on the climbing frames and shelves. The educators did not see P01 fall, seem upset as though he would have had a fall or been hurt or have an altercation with another child. They also didn't see the bruise when changing P01's nappy and conducting the body scan as it consists of the limbs and head area. The educators appeared to have no due cause to check the child's back. Regarding the wet clothes on pick up the educators explained the children had just finished water play and were coming inside at the time, the children were involved in a music experience whilst each child has been supported in changing their clothing and nappies.

I then immediately:

Via Email

- Acknowledge the situation and apologised for the situation, explaining discussions will occur further with the team to investigate the situation.
- I discussed with the toddler team to investigate the situation of the events.
- I arrange to then to meet with toddler pod to reflect on situation.
- I discussed with the team the importance of reporting all incidents and to follow policy and procedure on body scans to occur and supervision.
- Acknowledgement and support to the new toddler team to the unexpected absences of permanent educators as the new toddler team transitioned within the toddler environment with replacements of educators from other pods who assisted in the first 2 weeks of the new year with low numbers of children.

We will continue to:

- To work with collaborative partnerships with our new team members to build reciprocal relationships with families
- Continue open communication with families
- We will continue our full body scan at each nappy change to assist with any injuries to be cleaned and to discuss as a team for incident forms to be completed if located or to be confirmed. Also, to assist with injuries which have occurred before arrival.
- Ensured all educators have signed and ongoing check in to ensure supervision policy and charts are followed
- Reflect on supervision charts.

- Continued reflection and addition to practice after event:
 - To reassess the new body scan process at nappy changes and on arrival and departures
 - To reflect on practice as a team to implement strategies to focus on further prevention of missed incident.



Please upload any relevant documentation

email response 11th Jan 24.PNG	Response to email 11th January 24
email wed 11th January 24.PNG	email wed 11th Jan 24
email wed 5th Jan 24 part 1.PNG	email 5th Jan 24 part 1
email wed 5th Jan 24 part 2.PNG	Email 5th Jan jan 24 part 2
Photo email 11th Jan 24 .jpg	Photo email 11th Jan 24
Response email 5th Jan 24.PNG	Response email 5th Jan 24

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03