



## 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	The Uniting Church In Australia Property Trust (NSW)
Provider Number	PR-00003428
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Uniting Bunyarra Early Learning Chisholm
Service Approval Number	SE-00009756
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	<a href="#">P0</a> <a href="#">P01</a> <a href="#">P03</a>
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	Area Manager received a parent complaint via email on 12/12/24 at 8:27am. Email complaint from the parent documented concerns in relation to an injury to her child and information provided by the service. The email went on to outline other concerns in relation to communication, supervision and operations of the service in general. Steps Taken: Area Manager has phoned parent, 12/12/24 in response to her complaint. The Area Manager will triage the information provided by the parent and develop a support plan for the service. Documents to be submitted later.
Please upload any relevant documentation	Documents to be submitted later.



## Child Details

Child's Name	<u>P01</u> <u>P01</u> [REDACTED]
Child's Gender	Male
Child's Date of Birth	<u>P02</u> [REDACTED]

## Contact Details

Name	<u>P01</u> <u>P01</u> [REDACTED]
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]