



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Yurauna Early Childhood Centre
Service Approval Number	SE-40010291
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 P01 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Female P02



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

Please upload any relevant documentation

On Monday the 7th of September at 11.15 am i returned a call to **P01**. **P01** said that she wanted to talk to me about concerns she had about the way another child had interacted with her daughter on Thursday the 3rd of September. On Thursday another child had ran up to **P01** and pushed her over. **P01** fell onto her back and started crying. **P01** was in the classroom at the time and ran straight over to **P01**. When **P01** called today she told me that **P01** is terrified of the child and is now terrified of other boys that look like him. **P01** said that on the weekend they went to a family members house and **P01** was scared to play with her cousin because they look like the child that pushed her over. **P01** said she no longer feels safe leaving **P01** at Yurauna. **P01** said she has seen the other child kick and punch resources and try to hurt other children and is concerned because the child is so strong he could kill another child. **P01** is coming in to have a face to face meeting with me tomorrow morning. I told **P01** that we have strategies in place to support children to interact with each other safely and would go through them with her tomorrow during our meeting. The child **P01** is talking about is 2 years old and is responding to situations in an age appropriate way.

Documents to be submitted later.

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P01 **P01**