



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
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 P01 (mother of child) Ph: P03 E: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 D.O.B: P02 Female Enrolled days at the centre: Monday, Thursday, Friday Room enrolled: Toddler room 2, Long Neck Turtles



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

Complaint received today Friday 12.03.2021

This morning a parent (P01 P01) raised some concerns regarding her daughter P01P01. P01 explained to us that last night P01 was complaining that her vagina was hurting and said that "the bad teacher slapped her there". P01 said initially she dismissed this as she didn't think it was true. P01 mentioned this 2 more times to her mum and dad so her mum asked her some questions about it. P01 told her parents it was a new teacher and wasn't able to identify the name of the teacher. P01 said the teacher was bad and the teacher was angry that she had made a mistake (mistake meaning she had wet her pants). P01 said the angry teacher slapped her on the vagina 3 times and demonstrated this to her mum.

P01 mentioned she doesn't believe this happened this week and it was possible it happened last week however as it was P01's birthday, maybe she was excited about that and forgot about it until now. P01 told me that P01 regularly talks about the educators in the room and is able to call them by name, she said P01 is always happy to come to school and calls the educators her best friends. she hasn't had any concerns with educators prior to this incident.

P01P01 P01, Director) has spoken with P01 who is a permanent educator in the classroom to find out when P01 had last had an accident. P01 had spoken to P01's dad last Friday (5.3.21) and he asked asked her about the accident she had the day before (Thursday 3.3.21) P01 wasn't aware she had an accident at all.

Immediate action taken

Initially the concerns were raised with P01 and P01 as P01 was not yet at the center. P01 rang P01 to let her know of this and asked me to call the family asap upon my arrival.

-I called P01 and invited her back to talk about what had happened and find out more details.

-P01 has informed P01 of the allegation to begin investigating internally

-Collected staffing records from toddler 2 room

-Collected Nappy change records for toddler 2

-Spoken with P01 and P01 who are permanent educators and were present on the day.

-Contact made with recruitment agency owner P01 as casual staff were present on the day in question

Please upload any relevant documentation

Email conversation with P01 Right Tick Recruitment.pdf	Email correspondence with P01 Right Tick Recruitment
Incident and Critical incident policy and procedure.pdf	Incident & critical incident policy and procedure
Nappy change record 11.03.2021.jpg	Nappy change and toilet record Toddler 2 11.03.21
Nappy change record 4.3.2021.jpg	Nappy change & toileting record toddler 2 4.3.21
Nappy toileting policy.pdf	Nappy and toileting policy
P01 conversation notes 12.03.21.pdf	P01 P01 & P01 P01 meeting notes 12.03.2021
Working with children record 4.3.21 and 11.3.21.pdf	Working directly with children records 4.3.21 and 11.3.21



Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	