



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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Belconnen Early Childhood Centre
Service Approval Number	SE-00009749
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 - P03



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

P01 P01 was enrolled with us in September 2022 and was booked to attend on a Monday and Friday in our Toddlers room. P01 attended 5 times and was absent for 6 days over the period she was enrolled for -01/08-04/09. Mum emailed on 05/09 expressing that she would like to exit P01 under the advice from her GP as she was unwell. We waived the two notice period for her. On the 16/11/22 i received an email from mum stating that she was happy for P01 to return to care and agreed that she would start on a Monday only starting from the 28/11/22. P01 didn't turn up that day and we attempted to make contact with mum with multiple phone calls. I received an email from mum on the 02/12/22 stating that P01 was abit sick and that she would tell me when she's ready to start. After emails back and forth, it was agreed upon that P01 would return to care on Monday the 9th of January. They again didn't turn up on their strt date with no communication with us. I emailed asking if P01 was coming in as it was agreed the 9th would be the day she started back with us. Mum replied saying they were busy that week and that they wanted to start the following week. i suggested they attend on Friday the 13th of january 2023 for a short orientation so P01 was familiar with the Centre again. The did attend orientation which P01 enjoyed. It got to lunch time which P01 didn't bring any, so mum popped out to buy her something to eat with her peers. On mum's return P01 was upset due to mum leaving which the educators explained to mum. Once mum returned, P01 resettled and ate lunch with her peers. When mum and P01 left i spoke to mum and said i'll see them on Monday. Mum said "see you next week" and they both left happy and P01 smiled and waved at me. On Monday the 16th of January it got to 10am and they still hadn't arrived. I tried calling mum and left a VM and i followed up with an email asking if P01 was coming in today, which she replied to an hour later stating that she has decided not to send P01 to our Centre because she felt P01 wouldn't received "satisfactory care" . I replied asking for further information as to better the service we provide and she never replied to me until this morning 14/02/22 where she stated that my team are careless. I escalated her financial enquires to my administration team with regards to the family having their bond refunded, and this was escalated to both my area manager- P01 - P01 P01 and our exec manager P01 P01. Whilst waiting on their decision, i have made an internal lodgment of this complaint on our portal as well as escalating it to a CECA report. I have an email trail i can forward once contacted from the investigative team

Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40822312**
Date generated: 13/02/2023