



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	BMA Belconnen Pty Ltd ATF BMA Belconnen Unit Trust
Provider Number	PR-40013290
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Bright Minds Academy Belconnen
Service Approval Number	SE-40012576
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 [REDACTED] p01 [REDACTED] Mobile: P03 [REDACTED] Email: 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

On the 10/11/21 P01 p01 arrived aprox 8.35am and went to drop her child p01 off. On approach to the room she was able to hear an educator yelling at the children in the Adventurers room. P01 approached another educator p01 and expressed that she did not want her child in the room with that educator. p01 told her that p01 would be with her in the Explorers room. P01 left and sent an email to the office at 8.38am stating:

Good morning,

Could I request p01 call me in relation to an incident I witnessed this morning.

Regards P01

At 9:15am when p01 arrived to start her shift she was handed a phone where P01 was on the line. p01 informed p01 that upon dropping her son p01 off this morning that she heard an educator that she was not familiar with in our Adventures room yelling at a child - "I am sick of you destroying my balloons. I don't want you in the room" or similar wording.

p01 thanked p01 for contacting her advised that she would deal with the situation immediately as it also concerned her.

p01 contacted the Operations Manager and informed her of the events.

Meetings have been held with the staff member from the Adventurers room and the Witness, p01p01. A record of conversation was completed with discussion surrounding the service behaviour guidance policy and the inappropriate interactions with the child during the morning.

P01 is to be contacted in the morning 11/11/21 to advise of action taken.

Please upload any relevant documentation

p01 p01 10.11.21.docx	p01 Witness Statement
p01 P01 10.11.21 Statement.docx	p01 Statement of Events
Ratios 10.11.21.pdf	Working directly with children record
Record of Conversation p01 P01 10.11.21 .pdf	Record of Conversation p01

Child Details

Child's Name	p01 p01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P03

Submitted By: P01 p01