



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	Caerus Early Learning Pty Ltd
Provider Number	PR-40013119
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Coombs Early Learning
Service Approval Number	SE-40010858
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 -Parent and mother 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 Child of complainant P01 P01 , Male, P02 , Class peer of P01



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

Timeline

Sunday 17th January 2021

- 10.17pm Parent, **P01** sent an Email to **P01** and CC'd in **P01** - Father

Monday 18th January 2021

- 8.30am to 9.30am **P01** opened email from **P01**
- **P01** Informed **P01** and discussed plan for action and support
- 9.45am **P01** contacted **P01** via phone
- 10.08am **P01** Contacted CYPS via phone
- 2.57pm **P01** made contact with CECA and left voice mail
- 3.30pm Leadership team and room leader discussed support plan and compiled information
- 4.02pm CECA contacted **P01** - **P01** notified a report is to follow
- 5.03pm **P01** and **P01** followed up and set meeting time for Tuesday 19th - 1pm
- 5.15pm **P01** updated Approved provider - **P01** on information and actions to date

Tuesday 19th January 18, 2021

- 1pm Meeting with **P01**, **P01**, **P01**, **P01** (Assistant Manager) **P01** (Room Leader)
- Report finalized and submitted to CYPS and CECA
- I will attach full report with steps taken in detail and a copy of the complaint.

Please upload any relevant documentation

Child Concern Report - P01 P01 Jan 2021.docx	Child Concern Report
Mail - Manager Coombs Early Learning Centre - Outlook.pdf	Parent Email Complaint

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03