



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Forrest Early Education and Care Centre
Service Approval Number	SE-00009775
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	<p>P01 P01 (P01's mum) P03 Email: P03</p> <p>P01 P01 (P01's dad) P03 P03</p>



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

18/10/2022
8:30am

This morning we were notified of a complaint alleging that a serious incident had occurred yesterday in the preschool room.

P01's parents told us that she had disclosed to them last night that a staff member had slapped her across the face following on from an interaction between the two of them. (see email from parents in attachment).

I assured the family that we would follow this up immediately. I called my Operations Director who then escalated this further to our CEO.

Subsequently, P01 the operations Director, and P01, HR Manager have written a letter to the educator, ECT, and have been to the centre to stand her down pending investigation.

I followed up with the family and asked them to write their concerns in an email.

Please upload any relevant documentation

18.10.22 P01 .pdf	Statement P01 P01
Parent email.pdf	Email from parent

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03