



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

Service

Service Legal Entity Name	
Service Trading Name	Mawson Out of School Hours Care
Service Approval Number	SE-00009687
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 P01) Email: < P03 >
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 Male 7 years old DOB P02



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

28/07/2020

P01 has spoken to staff on-site about her concerns, and including speaking with **P01** **P01** (Nominated Supervisor)

P01 has raised concerns around the delay in process of being notified of **P01** following separate incidents were **P01** has fallen from play equipment, hitting his head/face, and on a subsequent day, being hit with a football to the side of the head.

P01 has addressed the staff during a staff meeting on 28/07/2020 discussing the process of completing incident reports, and how to respond to any incident or injury that involves a head injury.

This morning 28/07/2020 **P01** has emailed **P01** **P01** (Approved Provider) with a formal written complaint describing the two incidents.

P01 has appointed an internal investigation process.

P01 is on-site during operational hours, and additional staff have been rostered during the investigation process.

Please upload any relevant documentation

200722 Incident Report Form P01 .pdf	22 July Incident Form
200727 Incident Report Form P01 .pdf	27 July Incident Form
Complaint - incidents 24 7 and 27 7.pdf	Complaint by P01 P01

Contact Details

Name	P01
Phone Number	P03
Email Address	P03