



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	The Uniting Church In Australia Property Trust (NSW)
Provider Number	PR-00003428
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Uniting Bunyarra Early Learning Chisholm
Service Approval Number	SE-00009756
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	Phone: P01 P01 Email: 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	Approved Provider notified of the parent complaint 11.30am on 15/11/2024. Email complaint documented concerns in regards to being unable to obtain information in relation to sleep, feeding and toileting and an incident where her child had scraped his knee. Child was collected from the service with a soiled nappy and a red rash on his bottom and mum also reported child has swelling and welts on his face noting child has a medical management plan for anaphylaxis. Email went on to outline other concerns in relation to communication, staffing, cleanliness of the service and the program. Steps Taken: Complaint has been escalated to the Investigations Unit, Area Manager has phoned parent in response to her complaint and outlined the process for our reporting requirements in line with policy and procedure. Area Manager will attend triage meeting to develop a support and response plan.
Please upload any relevant documentation	Documents to be submitted later.



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