



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	The Young Women's Christian Association of Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YWCA Campbell Cottage
Service Approval Number	SE-00009760
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 P03 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

Email from parent.

From: P01 P01 <P03>
Sent: Thursday, February 23, 2023 4:41:29 PM
To: P01 P01 <P01 P01>
Subject: P01 P01

Good afternoon P01

I hope you are well.

I completely understand it's hard to know when kids are exaggerating or making things up but P01 came home today and told me something a little concerning that I thought I'd raise with you.

He said he was in the bathroom with some other children, and he turned the taps on making water splash about (understandably the wrong thing to be doing) but when P01P01 entered the bathroom she grabbed him around the neck, I asked him to show me what she did and he proceeded to demonstrate grabbing him to the front of his neck (throat).

This isn't an accusation but grateful if you can look into this.

Thanks

P01

Email reply 24/2/2023

From: P01 P01
Sent: Friday, February 24, 2023 9:28:25 AM
To: P01 P01 <P03>
Subject: RE: P01 P01

Hi P01

Thank you for your email. I will investigate it and get back to you on Tuesday morning. I am away from the service today but will find out about it on Monday.

Kind regards,

P01 P01

This educator has been supervised in her interactions with children on Friday and on Monday will be informed of the parent concern and asked for her feedback regarding this. This will be held by P01 P01, Quality and Compliance Manager and Centre Director over seen by YWCA Canberra HR. This may lead to Reportable conduct being undertaken.

Please upload any relevant documentation

Child Details

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

Contact Details

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40827564**
Date generated: 24/02/2023

Name	P01	P01
Phone Number	P03	
Email Address	P01	P01