



## 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	WODEN COMMUNITY SERVICE LIMITED
Provider Number	PR-00005883
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Margaret Hendry OSHC
Service Approval Number	SE-40014983
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	<b>P01</b> <b>P03</b> <b>P03</b>
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	WCS received the complaint via email to our Privacy email address 20/1/2025 8044pm. The email was forwarded to the Executive Manager Child youth and Family 21/1/2025 10.24am. The Executive Manager phoned the family on receipt of the email and will follow up with the required information as soon as he information has been sourced. Further follow up email received from <b>P01</b> regarding receiving a reply from CECA. Email complaint and follow up emails are uploaded as an attachments.
Please upload any relevant documentation	

Email recieved <b>P01</b> incident.pdf	Email <b>P01</b> incident
Follow up email <b>P01</b> complaint.pdf	Follow up email



## Child Details

Child's Name	<b>P01</b> [REDACTED]
Child's Gender	Male
Child's Date of Birth	<b>P02</b> [REDACTED]

## Contact Details

Name	<b>P01</b> [REDACTED]
Phone Number	<b>P03</b> [REDACTED]
Email Address	<b>P03</b> [REDACTED]