



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	Anglicare Alliance
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
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 P03 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

P01 P01 informed me , **P01 P01** on Friday 27th October at 3.30pm briefly and mentioned she had spoken to the educator (parent had named the educator to **P01**), but educator did not recollect anything

P01 P01 spoke to **P01 P01** on Monday 30th October at 1pm, referring to what she had been informed by **P01** on the Friday

P01 P01 emailed **P01 P01** on Tuesday 31st October at 8.53am (Copy of email attached)

Steps taken by **P01 P01** -

- **P01 P01** informed on Monday 30th October via phone at 12pm

- **P01** spoke to **P01** on the phone on Monday 30th October at 1pm requested email to be sent

- Anglicare internal ISOPRO report completed on Monday 30th October (copy attached)

- spoke to the room leader of Bilbies, **P01** to assess if she was aware of any of this nature happening before

- Informed **P01 P01 P01** via phone regarding the complaint

- Replied to **P01**'s email on Tuesday 31st October (copy attached)

- Will speak to the educators who were present on the day, incident was witnessed (date determined by parent naming the child's birthday that took place on the day)

- Knowing who the educator is (by the description of the educator by the parent), will speak to her and see what she has to say, develop a PIP (performance Improvement Plan) to review practices and policies.

- Due to the nature of the complaint a CEQA report is also completed for further investigation

Please upload any relevant documentation

ANGLICARE---Incident-Report (8).pdf	Internal ISOPRO report
Email from parent.png	Email from parent
Reply to parent.png	Reply to parent

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P01 P01