



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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Bruce Ridge Early Childhood Centre
Service Approval Number	SE-00009755
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 P01 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 was bitten by another child on her left cheek, on Tuesday 25.5.2021, on the day we had multiple phone conversations to mum in regards to the incident to share how P01 was throughout the day (as the family is new and is also settling into the centre) and spoke at pick up time and gave her the incident report. Through these conversations we were aware mum was sad that P01 was bitten but not complaining, however after the following email was received this afternoon we are reporting this as a complaint. The child who bit, is not a genuine biter however in light of this incident we are working on risk minimisation plan and behaviour guidance plan to support the child, peers and educators in regards to biting. See below the email sent by P01 at 1.53pm Friday 28.5.2021 I'm writing this email as a response to the report I received on the 25 may 2021 about P01 being bitten on the face. These are the questions and feelings I have about moving forward in day-care. As P01 's parents, we want the best for her and to know she is safe at day care. While I know kids will be kids and knocks and bumps can happen, the brutal nature of this attack and the response in the report

Submitted By: **P01** **P01**



has really left me feeling unsure and not confident this won't happen again.

In the report it was outlined there were three witnesses one even saying "be gentle, no biting" which to me makes it clear this child has a history of biting and shouldn't be allowed to get close enough without someone ready to intervene before they had a chance to grab my daughter or any other child by the head and using them as a chew toy. It makes me feel that the other kids are just used to test if this child will listen or not.

As the child was so young this means they are unpredictable and I don't think the risk of biting should have been left up in the air. The statement "The child didn't listen" doesn't sit well with me. Does this mean my daughter is safe from this not happening again or do we just pray the child listens next time?

"The child was removed from P01." Was the child just pulled off and allowed to continue playing? Was there any form of discipline? I hear they still get to play as part of their learning and development. Isn't learning right from wrong part of that? What about how my daughters learning and development has been impacted by this? It's like his "learning and development" was put before hers and now I pray she is still her confident happy self at day care.

In the prevention section of the report it states to prevent it again "supervise the children." Does this mean the three witnesses weren't watching? And if they were then there is no guarantee this won't happen again. To be completely honest, this child can learn and develop with the other children but I don't want them getting close to P01.

I would like to know what days this child comes to the day care so P01 can attend on different days. I don't want her moved out of the bigger room as I feel that's best for her learning and development. The transition was so seamless and I'm really worried this had knocked her confidence and made her scared. I would like to know how the parents are working to teach their child this isn't on, it wasn't just a love bite.

I myself am scared to leave her now.

P01 & P01
The thoughts of loving and worried parents.

P01 P01

Please upload any relevant documentation

25.5.2021 Banksia sign in.pdf	25.5.2021 working directly with children record for Banksia - where they were family grouped.
25.5.21 kiosk sign in.pdf	25.5.2021 rolls for banksia and snow daisy - family grouped at the time ages 0-2 years



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03