



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	FEL Child Care Centres 4 Pty Ltd
Provider Number	PR-40004076
Provider Approval Status	Approved

Service

Service Legal Entity Name	Busy Bees at Amaroo
Service Trading Name	Busy Bees at Amaroo
Service Approval Number	SE-40007033
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 P01 P01



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

1/5/2024

P01 was concerned when on picking up **P01** that he was visibly upset and had been crying for a period of time from looking at his face. **P01** was concerned that no educator was attending to **P01** who needed comfort. **P01** discovered that **P01**'s finger was swollen which might have been while he was upset on collection.

6/5/2024

SM spoke with **P01** on 1/5/2024 regarding this incident. SM told her that an investigating would commence and treated it as a serious incident - parent complaint.

This incident was reported to my area manager, who advised lodging a parent complaint.

SM explained to **P01**, that a comprehensive investigation would be conducted, involving interviews with all staff members in the unit to gather a complete understanding of the incident.

Our educational leader, in close collaboration with all educators, is actively working to identify areas for improvement in staff-child relationships, supervision and incident reporting. This will involve creating learning and development tools and strategies to address any existing gaps.

As part of our commitment to your children's safety, the management team will be more visible throughout the day. We will actively role-model correct educator-child behaviours and provide support where needed, particularly during busy pick-up and drop-off times.

We already have a questionnaire and learning resources that will be able to assist critical reflections and a more holistic approach to their learning and educational growth.

P01 preference was not to make this a formal complaint but wanted to be the service to be aware and manage it appropriately.

P01 was happy an investigating would commence and that strategies would implement to support educators and their interactions with children.

The SM will provide **P01** with an update as the investigation progresses.

Please upload any relevant documentation

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

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