



## 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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Communities@Work
Service Trading Name	Communities@Work Isabella Plains Child Care & Education Centre
Service Approval Number	SE-00009796
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>P01</b> - Mother of <b>P01</b> (3yrs) and <b>P01</b> (13mths) <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	On the evening of 25.2.2025 (9:49pm), <b>P01</b> <b>P01</b> (mother) sent an email to the Centre Manager ( <b>P01</b> <b>P01</b> ) outlining concerns of an incident that had been reported to her via an educator upon pick up of her children that day (email attached). <b>P01</b> 's concerns describe an incident whereby her child ( <b>P01</b> aged 3 yrs) was inappropriately spoken to by a casual educator, resulting in his distress being evident for the remainder of the day. 9am - 26.2.2025, <b>P01</b> reported the concern to Senior Management, who has since taken the parent's concerns to HR for further investigation and follow-up. <b>P01</b> has responded to <b>P01</b> , apologising sincerely for the incident, and reassured her that her feedback is being taken seriously. The casual educator has not been back at the service and has any ongoing shifts removed so appropriate follow-up regarding the incident can occur. Additionally, <b>P01</b> had addressed the alleged concern regarding the use of this educator's personal mobile phone with his entire team, reminding them of correct and expected practice in-line with Communities at Work ICT policies and Staff Code of Conduct.



Please upload any relevant documentation

Parent concern email 25.2.2025.pdf	Parent email
Manager response email re compliant 25.2.2025.pdf	Manager email
Mobile phone email 26.2.2025.pdf	Mobile use email

## 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	P01 P01