



**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	Miles Franklin Primary School P & C Association Inc
Provider Number	PR-00005851
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Miles Franklin Out Of School Hours Care
Service Approval Number	SE-00009693
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 and P01 P01 Ph: P03 and 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	Complaint received 7/7/2021 by email. email 1: To the management of MFOSHC, A serious issue related to our kids health and safety has happened today at MFOSHC. My wife would like to meet you prior to escalating this matter to our family lawyer (copied in this email). P01 is going to be there tomorrow at around 9:15 am to discuss the issues with you. Regards, P01 P01 P03 Centre Response: Hi P01 We have received your email. We are always happy to have a conversation about issues that have arisen. We will meet with P01 at 9:15 tomorrow morning.

Submitted By: P01 P01



Thanks,

P01P01
MFOSHC Director

PH: P03 MB: P03

Email 2 P01 to lawyer and MFOSHC CC;d in):

Hi P01

As discussed over the phone, our kids health was too bad this afternoon as they stayed without food for more than 7 hours because of their child care centre at Miles Franklin Primary School.

Although my wife has confirmed with them this morning that the kids would like to get a warm water to eat their food (which was there only meal for the day), they did not do that during food times at all. The thing which made my son ask them (for a few times) to get in touch with me or P01 to get him and his sister some food but they did not contact us or even allow him to do that!

Moreover, my wife tried to talk to their staff when she picked up the kids to understand what is going on, a staff member and her colleagues were laughing at her in front of everyone which embarrassed, she felt like it is a discrimination.

Add to that that one of them has shouted at our son in a past occasion and was so aggressive with him, we have emailed them about that but we have not heard back from them as of yet!

I feel that there is no need to talk to their director anymore as it is clear that what has happened was deliberate. I think that escalating these matters to the ACT regulatory authority, children's education and care assurance (CECA) or anywhere else which is specialised in these kind of matters are our preferred options unless we receive an apology letter from their management about what has happened.

As mentioned before, P01 is going to drop off the kids there tomorrow morning, I will keep you posted anyway.

Have a great evening.

Regards,

P01P01
P03

Centre Response 8/7/21:

Hi P01

We are still open for sitting and discussing what has happened this morning at 9:15am. If this does not suit we are more than willing to organise another time for you to come in and discuss what has happened.

Please let me know what you would like to do.

Thanks,

P01P01 - MFOSHC Director

Action Step 1 - P01 P01 as Nominated Supervisor has investigated and spoken with all staff involved and file noting the investigation of conversations.

Action Step 2 - 8/7/2021 - 9.35am - We referred to and followed our Grievance Policy which is to if possible meet with the people involved - P01 P01 (Centre Director) and P01 P01 (Assistant Director) met with P01 P01 to discuss the incident. P01 explained from her perspective events that had occurred and conversations with her children. She stated that she spoke to a staff member on arrival who said it was ok and we would heat the noodles

for the children. She said the person was male tall and blonde. P01 couldn't align a staff member that was working in the morning. P01 described the conversation he had with P01 and explained that our centre provides extra food when children are hungry but that he didn't have the indication from P01 that they needed food. He just wanted his beyblade and boiling water, and unfortunately neither could be bought into the centre. P01 replied that we never want children to feel this way and we will make sure this situation doesn't happen again and sorry it got to this point with them.

Action Step 3 - an email will be sent today 8/7/21 in response to P01 P01 email for a formal apology from the Management. This is currently being drafted by P01 P01 as Operations Manager and will need to be approved by the P&C President as head of the Approved Provider prior to sending.

Action Step 4 - The service has a template email that is sent out to all families booked into school holiday program, this email template will in future include additional details relating to bringing hot food, no reheating, no boiling water provided and asking for support from families to remind children if they are hungry through the day to talk to an educator.

Action Step 5 - Debrief with staff - the service will have a staff meeting early in term 3 to debrief school holiday program and will discuss with Educators the appropriate steps to take if children raise issues with them that they don't have food or don't have enough food and how to resolve those issues. It will also form part of the briefing we have with staff going into the holiday program.

Action Step 6 - Included a section on what to do when children are hungry in our Educator Induction package p25.

Please upload any relevant documentation

Grievance Policy July 2021.docx	MFOSHC Grievance Policy
MFOSHC Staff Induction training 2021.doc	MFOSHC Staff Induction training book
P01 - background information.docx	P01 Background information

Child Details

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

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		