



## 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	WODEN COMMUNITY SERVICE LIMITED
Provider Number	PR-00005883
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Wanniassa OSHC
Service Approval Number	SE-40017824
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	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid blue; padding: 2px;">IP01</div> <div style="border: 1px solid blue; padding: 2px;">P01</div> </div> <div style="display: flex; gap: 10px; margin-top: 5px;"> <div style="border: 1px solid blue; padding: 2px;">P03</div> <div style="border: 1px solid blue; padding: 2px;">P03</div> </div>



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

Email received from Father of P01, Thursday 6 March 4:46pm.  
Forwarded to Manager P01 P01 on Thursday 7 march at 8:44am.

Hi P01 / P01

I just wanted bring your attention that one your team member P01 unacceptable behaviour towards P01 and my wife P01

I was trying to call you to explain what happened and what we hear but no luck.

I never seen P01 like this.

Could you please investigate into this.

Please let me know if you need anything else from my side.

Thank you

Kind Regards

P01

At this stage we are unsure what number was called as there has not been any messages left or missed calls to the Service Manager or Inclusion numbers.

P01 started at the service beginning of school year 2025.

Attached is initial email from parent and acknowledgement from

P01 P01

Incident report for Thursday 06.03.2025

Individual Support Plan for P01.

Manager has commenced investigation process.

Please upload any relevant documentation

RE_ Incident on 06_03_25.pdf	copy of email complaint.
CSIN-1955 _ Child behaviour - Wanniasa OSHC - 06_03_2025.pdf	Incident report
Individual Support Plan P01 P01 .docx	Individual Support Plan - P01

## 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