



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	Young Mens Christian Association of Canberra Inc
Provider Number	PR-00005888
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YMCA Weetangera After School Care
Service Approval Number	SE-00009732
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	n01 p01
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	See attached document



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 4/8/2020

Received Complaint from p01 p01 who is a

P05 at Weetangera Primary School about coordinator p01 P01.

- See attached document of complaint received from p01 p01

. Steps Taken:

1. Area Manager received allegation from p01 p01 via email
 2. Area Manager reported allegation to OSHC Executive Manager who consulted with p01 P01 (Chief Risk Officer), People and Culture Manager and Quality and Compliance Manager P01 p01 on next steps.
 3. Staffing changes made to ensure appropriate staff at the service
 4. Staff member p01 informed of allegation and stood down from duties during investigation.
 5. Reports provided to ACECA
Within next two weeks
1. Investigation to occur including review of evidence and interviews with Coordinator and witnesses

Please upload any relevant documentation

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Email received from p01 p01

Contact Details

Name

P01 p01

Phone Number

P03

Email Address

P03