



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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Blinky Bill Early Childhood Centre
Service Approval Number	SE-00009751
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	Complainant Name: P01 P01 Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child Name: P01 P01 Gender: Male P02
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: 13/11/2020 Summary: Parent is upset and frustrated that a 2nd and 3rd wave of gastro is hitting the service, child was able to leave the room and was found in reception, no incident report completed, does not trust anyone at the service and there are many hazards around the service. Please refer to attached documentation. Steps/Actions Taken: 1. Investigation to be undertaken. 2. Communicating with facilities in relation to the doors in hallways.

Submitted By: **P01P01**



Please upload any relevant documentation

C01 Supporting Documentation 13.11.20.pdf Supporting Docs

Contact Details

Name **P01 P01** - Assistant Manager

Phone Number **P03**

Email Address **P03**