



**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	Complaints alleging that the Law has been contravened
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 DOB: 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: 02/11/2020

Summary: The mother has several concerns:

1. Her child was found unattended, she has requested a copy of the incident report her husband signed but has yet to receive it. Her emails have not been responded too.
2. There have been multiple changes of staff and that the centre maybe understaffed with the ratio of educators to children.
3. Her child grabbed a peers bowl of cereal and started to eat, contained a known allergen.
4. Centre ran out of the child's formula and did not advise the mother until she was at work.
4. COVID temperature checks are not being implemented.
5. Front desk computer unlocked and paperwork left on desk .

Please refer to attached documentation.

Steps/Actions Taken:

1. Full investigation into the incident on the 27/10/20 is underway
2. Area Manager, P01 p01 to consult with facilities in regards to the door handles being accessible to children.
3. IT department to be consulted in regards to computer security.
4. Reminders about formula stocks to be issued to all staff.
5. COVID Risk Assessment to be reviewed in regards to the temp checks.

Please upload any relevant documentation

C01 Supporting Documentation 02.11.20.pdf Supporting Docs

Contact Details

Name	P01 p01 - Area Manager
Phone Number	P03
Email Address	P03