



**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            | Denman Childcare Pty Ltd ATF Percival Family Trust |
| Provider Number          | PR-40024991                                        |
| Provider Approval Status | Approved                                           |

#### Service

|                           |                                      |
|---------------------------|--------------------------------------|
| Service Legal Entity Name |                                      |
| Service Trading Name      | Denman Village Early Learning Centre |
| Service Approval Number   | SE-40021520                          |
| 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:<br>- Complainant name and contact details                                                                                                                                                                                                                         | <a href="#">P01</a> <a href="#">P01</a> - <a href="#">P03</a>                                                                                                                                                                                                                                                                                                                               |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | Issues raised on the 27th October 2022 with assistant director at roughly 5pm. Director called and spoke to the parent the following day regarding her concerns. Please see attached information regarding the steps that have been taken.ector<br>Director has spoken with staff members and a meeting has been arranged with the educators to discuss the issues on the 1st November 2022 |
| Please upload any relevant documentation                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                             |
| Complaint documentation.pdf                                                                                                                                                                                                                                                                                | Supporting documentation                                                                                                                                                                                                                                                                                                                                                                    |
| Notice of meeting.docx                                                                                                                                                                                                                                                                                     | Letter to educator regarding meeting                                                                                                                                                                                                                                                                                                                                                        |



## Child Details

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

## Contact Details

|               |        |
|---------------|--------|
| Name          | P01P01 |
| Phone Number  | P03    |
| Email Address | P03    |