



**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	P01 P01
Provider Number	PR-40022141
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Galileo Early Learning
Service Approval Number	SE-00009828
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	P01 P01 P01



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 19/01/2023

Answer phone message was left, stating that when collecting her child **P01** was crying and seemed like she had pain in her shoulder and no cage area.

Approximately at 9pm we received a text message stating that **P01** broken her collar bone.

P01 (Director) arranged a meeting with Mum, to which she came in at 12pm on the 20/01/2023 to discuss if any staff had observed anything happen at the centre.

Steps taken:

Immediate response with parent, and immediate organisation of the meeting, and holding of the meeting.

Once we received the phone message, the director/approved provider called all the staff that were present that day asking if anyone had observed anything throughout the day regarding **P01** if she had an accident or being distressed.

Once the text message was received that **P01** had a broken collar bone, all the staff were called and requested to attend at 8am prior to their shift starting. Each staff member were asked to individually write an account of **P01** day.

Documents to be submitted later.

Please upload any relevant documentation

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03