



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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Kambah
Service Approval Number	SE-00009784
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	Name: P01P01 Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Details not provided
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	On 22 January 2021, Goodstart Centre Support received a parent complaint from P01P01 (see below). The Area Manager (P01P01 , P03) has been made aware of the complaint and will determine the next steps. Centre: Goodstart Kambah Date of Query: 22/01/2021 Query Received: Email - Website Query Reference Nr: 70141 Customer's Name: P01P01 Child's Name: Customer Contact Details: P03 Query Details: ***** PL Please call ***** Good Afternoon, I am writing this email as my husband and I have been discussing an

Submitted By: **P01 P01**



incident that occurred on Wednesday morning while P01 attended daycare at Kambah where he was injured after being hit by another child in his daycare class. I wish to make it very clear that I have no issue with any of the educators that were looking after P01 during, before or after the incident. The educators have done their jobs and notified me as soon as they could. My issue is that this incident was able to occur at all. The child that hit our son is always being aggressive and rough. We have been advised on numerous occasions after different days attended that P01 has been hitting, kicking, biting, pushing other children as well as our son on occasions, or just 'not being a kind friend' in our son's words. I have also witnessed P01 pushing children including my son during one pick up, so this is not an isolated incident. These violent acts have been reported so often to us over the last 9 or so months that both my husband and I were fairly certain after being told of the incident that we knew straight away which child had hit our son and this was confirmed once I went and collected him from daycare at around 12.45pm. I then took P01 straight to the Walk in Centre so that I could have peace of mind that the hit had not impacted his eye in any way. The senior nurse checked it all out thoroughly and was happy that the cut had not impacted his eye, but said that he was extremely lucky that it was not millimetres further over towards his eye otherwise it would be a whole other story. After watching the bruising get worse and worse over the last two days I feel like this needs to be further addressed to ensure that no other child has this happen to them as it is quite painful and distressing for my son, particularly of an evening when he is trying to settle down to sleep and cannot lie down on one side. The mere fact that my husband and I knew that our son was hit by P01 without being told that by the centre is enough for me to be very unhappy that this child is able to be so violent and mean to so many children within the centre and I feel that something really needs to be addressed about this child's behaviour. It is unacceptable and quite frankly it is a liability to the centre. I am very upset that this has happened to my son and my husband is furious. P01 was to be finishing at the Centre on Wednesday 27th January 2021, however he will not be returning to the two remaining days next week as I just don't trust that he is safe around P01 and do not feel comfortable with him being in his presence in the slightest. I believe that because P01, P05 he is not being dealt with enough for this sort of incident to occur. I have attached some pictures of the bruising to the eye so that you can see. It was not just a minor hit to cause this depth of bruising and I really feel that something needs to be addressed about P01 to keep other children safe when they are attending the centre. I would hate for this to happen to another child. My husband and I feel that we need to insist that the final day for P01 be changed from 27th January 2021 to 20th January 2021, as we do not feel that it is fair that we have to pay for the last week that we will not be attending because of another child at the centre. It greatly saddens me that P01 will not get to say goodbye to his friends and educators properly now that this has occurred, but I absolutely do not feel comfortable with the thought of leaving him there anymore with this child still there. I would like to bring P01 in one day next week just so that he can actually say goodbye to his wonderful educators and good little friends and I hope this is welcome as I feel that it is important that he be able to say thank you and goodbye to those that he has a good rapport with during his time at the centre. I welcome and encourage any and all communication about this matter, but I don't think just an in house incident report is really sufficient for this incident. It could have been so much worse. I am usually a very understanding parent and fully understand kids are kids, especially boys. But this is well outside of boys just being boys and it is very distressing for us to see P01 eye bruising getting worse and worse each day after being hit. This child clearly needs some sort of help or support with his behaviour if he is to continue to be amongst other children and not risk their safety. Feel free to call me anytime about this matter. Kind Regards P01 P01 P03



P03 **P03**
Assigned To: **P01** **P01**

Please upload any relevant documentation

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03