



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	Guardian Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	Guardian Corporate Early Learning Services Pty Ltd
Service Trading Name	Guardian Childcare & Education Allara Street
Service Approval Number	SE-00013897
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	P01P01 Contact number: P03



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 Tuesday 13 May 2025 a parent, **P01P01** emailed the service to raise health and safety concerns regarding hygiene and supervision observed this week. In her email **P01** reported that when she collected her child, **P01**, at 4:44pm on Monday, he was in the bathroom on the toilet. Educator **P01** was standing outside the toilet area and informed the parent she was "on toilet duty." **P01** reported that she assisted **P01** with wiping and flushing. When they proceeded to wash his hands **P01** observed that all three soap dispensers were empty. She raised this with **P01** who acknowledged the comment but no immediate action was taken to refill the soap. Upon collecting **P01** again the next day (Tuesday at 4:21pm), **P01** checked the dispensers and found they were still empty. **P01** also raised an ongoing concern noting that on multiple occasions **P01** has returned home with faeces in his underwear, raising questions about the level of assistance he is receiving with personal hygiene throughout the day. The parent has requested clarification and a response regarding what actions are being taken by the centre to ensure compliance with health and hygiene standards. The concerns raised relate directly to the child's health, safety, and supervision. Further details are available in the attached parent email.

Immediate Actions Taken:

The Nominated Supervisor spoke with the Toddler Lead Educator, **P01**, to gain further understanding of the concerns raised. Through discussion it was identified the soap in all dispensers was replaced on Tuesday afternoon at the time of the parent raising the concern with **P01**. The Nominated Supervisor reinforced expectations with the team on ensuring bathrooms are stocked and supplied with toilet paper, soap and paper towels are consistently available and replenished throughout the day. New dispensers were ordered and the team reflected on the process and barriers. Follow up communication was sent to the parent (attached). The Nominated Supervisor is continuing to maintain communication with the parent to ensure the concerns raised are appropriately addressed.

Please upload any relevant documentation

P01P01 Email.pdf	Parent Email
Re P01P01 Email.pdf	Reply to Parent Email
BeSafe P01P01 .pdf	Complaint Report

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03