



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 Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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	P01 P01 P03 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	Email from family received 6/8/2021, 930pm raising concerns: Upon pick up of their son P01 on the 6th of August at 4pm, they observed P01 climbing up a shelving unit in the outdoor space with an educator at the other end of the patio, not aware of the children's actions, advising of concerns around supervision and a high risk item of furniture. Immediate Actions Taken: NS - Conversation held with P01 P01 who responded to the families concerns at the time. Conversation held with P01 on 9/8/2021. Removal of the shelving unit on 9/8/2021 (originally planned for 10/8/2021-booked maintenance). All educators to complete supervision self-assessments across coming weeks. Manager to review the centre risk assessment, relating to Supervision. Supervision added to the upcoming staff meeting agenda. Team Reflection task.
Please upload any relevant documentation	

Submitted By: P01 P01



Conversation - P01 P01 9.8.2021.pdf	Conversation - File Note
P01P01 - Enrolment.pdf	P01 - Enrolment

Child Details

Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03