



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 Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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	<p>P01 P01</p> <p>Mobile: P03</p> <p>Email: P01 P01</p> <p>P01 P01</p> <p>P02</p>



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 Monday 23 September 2024 a parent, P01 P01, sent an email to the centre. In the email the parent provided feedback and raised concerns pertaining to the health and safety of her child, P01 P01. The parent expressed frustration over an incident at the centre in which P01 was bitten by a peer. While the parent received a phone call informing her that P01 had bitten another child, upon returning home, she noticed a bite mark on P01's shoulder. The parent raised concerns about the level of supervision and noted that she did not receive an incident report regarding the incident. She has requested follow-up on the actions the centre is taking to prevent this from happening again. The concerns raised are directly related to the child's health and safety. Further details can be found in the attached email.

As part of the immediate actions taken, all information was documented in a BeSafe complaint report (attached). The concerns were escalated to Portfolio Manager, P01, and Guardian's Compliance and Safety team. The Centre Manager spoke with educators and reiterated the importance of incident reporting and effective communication with families. Additionally, educators are reassessing the current strategies in place to address behaviors. Follow-up communication was sent to the parent (attached), including a request to schedule a meeting to further discuss the concerns. The centre is maintaining ongoing communication with the parent to ensure that appropriate actions are taken to address the issues raised.

Please upload any relevant documentation

BeSafe P01 P01.pdf	Complaint Report
Email Correspondence P01 P01.pdf	Email Correspondence

Child Details

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

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03