



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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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



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: 04/08/2023

Parent had previously enrolled the child 26 July 2022, however, didn't start care as during orientation she noticed the children had pencils and one child had put the pencil in their mouth. The parent withdrew from care on the spot. She didn't want to pay the notice period, and the Centre Manager, waived the 2 weeks notice to keep the family happy.

The parent contacted the centre again, enrolling to start 31st July 2023. The father, P01 attended the service for orientation, as the mother was away for work. Attending Monday 24th 9:59am, Tuesday 25th 10:20am. On both days he stayed for roughly 2hrs and had lunch one of the days, no issues.

On the 31st July, when he attended the mother spoke to the team about his meals. Witness Statements attached.

Compliant from parent - attached.

response to families from Centre - attached.

Allergy chart to show we were updating records, we were waiting for photo from mother. - attached.

Action Taken:

1. Parent has withdraw from care.
2. Centre will be working with family to recover notice period, last day of care is 14/8/23.
3. Need to follow up on P01 witness statement when she returns to work on Monday.
4. Ensure allergy charts are updated before child starts, and forms for dietary requirements are provided to team before child starts care.

Please upload any relevant documentation

Sup Docs.pdf

Supporting Docs

Child Details

Child's Name P01 P01

Child's Gender Male

Child's Date of Birth P01

Contact Details

Name P01 P01 - Area Manager

Phone Number P03

Email Address P03

Submitted By: P01 P01