



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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

Wednesday 31st May 2023

Nominated Supervisor **P01** received an email from complaintive **P01 P01** regarding her child **P01** whom attends the Gungahlin Montessori Academy service. **P01** had been in attendance at the service on Tuesday 30th May 2023 and when she went home **P01** informed **P01** that an educator had tapped **P01** on the arm multiple times.

After receiving the email, Nominated Supervisor **P01** responded then attempted to call to discuss the email at 9:25am. **P01** sent through another email at 11:21am in which **P01** rang and spoke with **P01** on the phone. Regarding her concerns raised, but **P01** and **P01** being understanding and showing each other empathy during the conversation.

P01 explained the procedure and process that would come next in the service's internal investigation into the alleged incident and complaint. **P01** was informed that the service would pull CCTV Footage from the cameras and they would be reviewed, educators and Area Manager spoken too of follow up plan.

P01 has reassured **P01** that she will keep in contact regarding the investigation and its findings.

Child Protection was rung and spoken with **P01** in which informed to them it is not reportable however the information provided would be referred onto Reportable Conduct.

The educator under investigation **P01 P01** has been stood down from her position pending investigation and will also continue to be supported, and wellness by Nominated Supervisor **P01** and higher management.

Please upload any relevant documentation

2.14B - Internal report template.docx	Internal Service Report
P01 P01 witness statement.pdf	Educator Witness Statement
Meeting Minutes between P01 P01 .docx	Meeting minutes with child P01 P01
Meeting Minutes with P01 P01 and P01 P01 .docx	Meeting Minutes
Notice to Stand Down (2).pdf	Letter of Stand down for Educator pending investigation
P01 P01 witness statement.pdf	educator witness statement

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03

Submitted By: **P01 P01**