



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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Papilio Early Learning Barton
Service Approval Number	SE-00009847
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	Name: P01 and P01 Phone- P01 : P03 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	13 January 2023 Parent has advised their child has come home and said an educator smacked them. The parent has not advised which educator this was and that they still confident the centre is a safe environment but want to ensure the team are reminded of appropriate interactions with children. The Approved Provider has requested statements from educators at the centre as part of initial investigations.
Please upload any relevant documentation	

Incident Investigation Form - Barton.pdf	Incident Investigation Form
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Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	