



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	P01 P01 Mobile: P03 Email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01P01 - Male P02



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

Please see copy of file note below;

10/11/2020

I received an email from Mr **P01P01** requesting a meeting with myself when possible. I replied and told him I was available all day and he could pop in whenever.

P01 and **P01** came in around 10/10:30am to discuss their concerns, I invited them into the office to sit down.

P01 explained that yesterday (09/11/2020) he arrived to collect his son **P01** out of the Toddlers room, and while looking through the window observing him, he saw the following incident.

"**P01** went to stand up, I believe he had seen me, when this particular educator picked him up and with unnecessary force and made him sit back on the ground"

P01 explained that this did not make him comfortable in the care that was being provided to his son.

I then asked who the educator was, and he told me it was **P01**.

From here I thanked the family with feeling comfortable enough to tell me, and explained that they have every right to feel the way they feel. I also explained that this is not something that aligns with our values, personally as an educator and also as a company.

The family then shared with me that they won't be bringing their child in for at least this week, and for minimal hours the following week as they are shift workers.

I explained that I will be following up with the educator and will keep them in the loop with what actions are being taken.

Steps currently being taken in response to complaint;

We are currently conducting an investigation and will be conducting interviews with the educators that were in the room at the present time. HR is supporting the process, the child will not be care of that educator directly until the investigation is finalised.

Please upload any relevant documentation

File Note - **P01** Family .docx

File Note - **P01** Family

Contact Details

Name **P01** **P01**

Phone Number **P03**

Email Address **P01**