



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 Bruce
Service Approval Number	SE-00009848
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 P05
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Unknown
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	Date complaint received - 6th November 2020 - Complaint attached Once Nominated Supervisor was aware of the complaint an investigation has begun immediately. One educator has been interviewed regarding the incident - report attached. Additional educator and student to attend service tomorrow (10th Nov) and will be interviewed. HR has been notified and is supporting the service with the investigation. Once further interviews have been conducted and further actions have been taken I will update the portal.



Please upload any relevant documentation

20201106120738308.pdf	COMPLAINT
File note 06.pdf	FILE NOTE 1
FRM 4-F67 File Note (1).docx	File Note _ 2
FRM 4-F67 File Note.docx	Interview _1

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01