



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	Papilio Early Learning Bruce
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	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	An enrolled family requested to end care on March 8 2024 stating that they no longer require care. When the Nominated Supervisor informed the family of the (notice/ leave policy of 4 weeks notice) the family then alleged the following; - An incident that occurred on 5 January 2024 - concerns regarding an interaction they witnessed on 15 February 2024 - their child comes home with a nappy rash almost every week in the past month Please see the attached email complaint and the response from the Nominated Supervisor. At this stage, the family is unable to provide additional information to support the investigation and we have waived their notice
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03