



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	Team Gump Pty Ltd as Trustee for Team Gump Trust
Provider Number	PR-40007989
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Sage Education and Childcare
Service Approval Number	SE-40007193
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
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 • 3 Yrs 6 Mths • 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

Child-

P01 P01
• 3 Yrs 6 Mths • **P02**
Female

Date received-
20th May 2020
Verbally

Complaint-

P01 came to see me following an incident that took place at the service. **P01** had been pushed to the ground by another child and kicked in the face. **P01** expressed that **P01** had taken time to settle into her new room however **P01** is coming home more often telling her that she has been hurt.

P01 explained that **P01** that something else happened on Monday and she had a bruise on her chest. She explained that the teachers have been great following up with her and she has signed the incident form however is concerned about her welfare. She explained that on one occasion **P01** had a scatch on her face and she told her mum that at the table someone tried to stab her with the fork. **P01** explained that she knows **P01** may not always tell the teachers as she can be quite shy. However, the increase in frequency of incidents if causing her a lot of concern.

P01 expressed her appology.

P01 understands that the educators can not explain who the child/children are but its offer that **P01** is using the same names. **P01** explained to **P01** that we have a behaviour code that we work with at the service and outside of going into specifics on particular children she could explain the process. **P01** explained that we are working along side some families in the space as it has been identified that we have some children and need some additional support. **P01** explained that the ratio has been increased in the room. The Increasing the ratio will allow for smaller group learning. **P01** explained that the behaviour code was created as Sage wanted to ensure that each child or teacher was not put at risk and felt safe.

P01 then explained that she would share the information with our operations manager **P01**

P01 will follow up with the teachers working in the room that day.
P01 to follow up with **P01** and check in next week.

Follow up wit **P01**

- Follow up meeting to be arranged with the other families

Please upload any relevant documentation

Behaviour Code.png	Behaviour Code
Child Centred Profile P01 .png	Child centred profile
Inventors Support Document .png	Inventors Support document
Xplor - Playground.pdf	incident report

Contact Details

Submitted By: **P01 P01**



ACT
Government
Education

Notification Number: **NOT-40540300**
Date generated: 21/05/2021

Name	P01	P01
Phone Number	P03	
Email Address	P01	