



**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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Barton
Service Approval Number	SE-40003620
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:

- 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

On Friday 5 July 2024 a parent, P01 P01, verbally provided feedback and raised concerns to the Assistant Centre Manager, P01 P01, regarding her child, P01 P01's, care routine not being supported. P01 mentioned that despite giving P01's water bottle to educators during the morning drop-off, she was concerned that P01 did not drink any water throughout his time at the centre. These concerns are directly related to the health and safety of the child.

As part of the immediate actions taken, a BeSafe complaint report was completed (attached). The Assistant Centre Manager commenced conversations with educators to obtain further information pertaining to P01's day. During conversations it was identified that P01 had forgotten to fill P01's water bottle. The second educator, P01 also confirmed she had not filled P01's bottle and did not observe P01 drinking water throughout the day. Educators were reminded of the importance of ensuring children have access to drinking water throughout the day including during meal times and water accessible when transitioning between learning spaces. Educators to review communication strategies, routines and rhythms of the day to ensure children's needs are continuously supported.

Please upload any relevant documentation

BeSafe.pdf

Complaint Report

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03