



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 Pty Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Affinity Education Group Limited
Service Trading Name	Kids Academy Rivett
Service Approval Number	SE-40012143
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	Complainant Name: 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 27/02/2025, a parent has raised a complaint alleging that a serious incident has occurred at the service. Specifically, that their child has sustained a serious injury to their leg, causing them to not be able to walk due to pain. Further enquiries are being made internally to gather more information relating to the subject of this notification.
Please upload any relevant documentation	

Family Support Email.PNG	Complaint
Parent contact details.png	Family contact details



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03