



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	ARTEMIS EDUCATION PTY LTD
Provider Number	PR-40030037
Provider Approval Status	Approved

Service

Service Legal Entity Name	ARTEMIS EDUCATION PTY LTD
Service Trading Name	Artemis Early Learning
Service Approval Number	SE-40002132
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 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	I am writing to provide background and context following correspondence you may have received from P01 P01 a former employee of Artemis Early Learning, whose employment was terminated during her probation period on 23 April 2025. P01 commenced employment with us approximately six weeks ago, during which time she attended work on only around 10 days. While we understand that illness is unavoidable, especially in early childhood settings, the extent of her absences—particularly during the probation period—meant we were unable to assess her suitability for the role. More importantly, the continued uncertainty placed additional pressure on our ability to maintain mandatory educator-to-child ratios, a core element of our compliance obligations under the National Law and Regulations. Following yet another sick notification received on the morning of 23 April, we made the decision to terminate her position during probation. This was done in accordance with fair and appropriate HR procedures, and a formal letter of termination was emailed to her.

Submitted By: **P01 P01**



Shortly after, **P01** responded via email with a number of serious allegations. She also copied in CECA and WorkSafe ACT. Her claims included:

Allegations of unsafe hygiene and cleaning practices

A supposed outbreak of conjunctivitis at the centre

Fabricated statements attributed to my management team and other educators

An assertion that she was treated unfairly despite providing medical documentation

We would like to firmly and respectfully state the following:

There is no recorded conjunctivitis outbreak at our service. We maintain an illness and incident register and can confirm no other cases were reported during the timeframe referenced.

We have daily cleaning checklists, documented routines, and can provide receipts from our external professional cleaning service to validate our hygiene procedures.

All staff are reminded and encouraged to stay home when unwell, and we supported **P01** on each occasion she required time off for medical reasons.

No formal or informal complaints of mistreatment or misconduct have been raised by any other member of our team or families regarding this matter.

As a service, we are committed to ensuring the wellbeing and safety of both our staff and the children in our care. We take all allegations seriously, and we are seeking advice from our legal team, who are currently on break and will advise us further upon their return.

We are providing this information proactively in the event that you are contacted by **P01** or need further clarification from us. We remain open and cooperative with CECA and are happy to share any additional records or evidence to support the integrity of our processes.

Please don't hesitate to reach out should you require any supporting documentation or further clarification.

Warm regards,

P01 P01
Artemis Early Learning

E: **P01 P01**

T: (02) **P03**

Please upload any relevant documentation

Cleaning checklist Example.xlsx	An example of what our cleaning checklists look like.
Screenshot 2025-04-24 104116.png	Making contact with our Lawyers who help us with staffing
P01 Termination of Employment During Probation.pdf	Letter of Termination
Email from P01 .pdf	Email from P01
Employment Contract.pdf	Employment Contract



Invoice- **P03** .pdf

Evidence of our contract with cleaning company

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01