



**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	L & M KHIPAL PTY LTD
Provider Number	PR-40035221
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	L & M KHIPAL PTY LTD
Service Trading Name	Bright Future Early Learning
Service Approval Number	SE-40013163
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	<b>P01</b> Email address: <b>P03</b> Contact: <b>P03</b>
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	<p>On Friday the 25th of October at 7:56pm, we received a complaint email from <b>P01</b> one of the children's grandmother addressing concerns that she has witnessed poor hygiene in children's bathroom/toilets several month ago. She also specified that one of the educators didn't understand her well.</p> <p>Soon after seeing the email, I (<b>P01</b>) attempted to call her get further clarification around the whole situation as she has specified in the email that toilets were dirty and there was no hand soap which was witnessed by her several months ago. We had only taken over the service since May so was unsure if the concerns mentioned were before or after that period. Soon after, I did get a call back from <b>P01</b>. She was very upset over the phone, however, she didn't specify that if the poor bathroom hygiene was noticed since the change of ownership. She addressed that she asked one of the educators yesterday on 25th of October if her grandchildren were there, to which educator said no as they were in the other room.</p> <p>I assured her over the phone that I will further address the concerns to the team and the nominated supervisor, and we will put strategies in place to ensure that we rectify any concerns regarding hygiene measure as we take matters related to children's health and wellbeing</p>

Submitted By: **P01** **P01**



seriously. I did respond to her email explaining all strategies to mitigate any concerns including a meeting with the educators present in the afternoon to further investigate the whole matter regarding misunderstanding by the educator.

Complaint Email from **P01**  
Good evening

I am putting in a formal complaint about your daycare standards, where my grandchildren **P01** and **P01** attend.

Several months ago when i arrived to collect the children, I encouraged them to use the bathroom prior to leaving. The toilets were not only disgusting but also had no hand soap in either dispenser. Given the children are using their hands constantly, touching toys and then eating/putting hands into mouths, spreading bacteria and germs, cross contaminating. This is not acceptable and poor hygiene standards.

I arrived today Friday 25th October only to be told by the carer that the kids were not there. I then questioned if they had come in, she replied no. I thought this was out of character for my son not to advise me of this.

If teachers do not understand English or have strong communication skills, they should not be responsible for children who are at their prime age for learning. Providing incorrect information to parents/grandparents needs to be addressed!

I will be pursuing my concerns to the health commission and education department as I believe the standards are not met.

Thanks  
**P01**

Response from **P01** :  
Good evening **P01**

Thank you for taking the time to discuss your concerns with me over the phone. I sincerely apologize for the experiences you've described, and I want to assure you that we are committed to making improvements based on your feedback.

To address the issues raised, I will be holding a room meeting with the staff in **P01** and **P01** rooms, including discussions with the float staff involved. In these meetings, we will review staffing practices (here I meant by communication) and focus on individual professional development to better support our children and families.

In terms of cleaning protocols, we have strengthened our measures since taking over a couple of months ago. Additionally, I will work closely with the center manager to audit our documentation, including cleaning checklists, to ensure prompt completion and adherence to proper hygiene practices. Our team is dedicated to the health and well-being of all children in our care, and we will implement further measures to uphold these standards, ensuring that no family or child encounters similar issues in the future.

Thank you again for your feedback and trust in us to address these matters.

Please feel free to contact me if you have any additional concerns.

Please upload any relevant documentation

Screenshot Complaint email .png	Screenshot of complaint email
Screenshot complaint eamil repsonse .png	Screenshot of our response



## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>