

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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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 Contact - 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	Complaint received 23/03/2022 Details: The parent emailed the service in the evening on 23/03/22 and advised that the child had scrapes on his elbow and knee and were found once leaving the service. The child told his Mum he fell over outside. The following day the Mother informed educators that P01 and another child (peer to P01 and also neighbour to the family) told her he fell over outside and the Lead Educator comforted him. Actions: 1) NS spoke with the Mother upon drop off on 24/03/22 and advised it would be followed up 2) NS spoke with educators to determine if the incident was witnessed 3) Lead educator was advised to complete an incident as no educators witnessed the incident 4) The NS advised the family of the outcomes of her discussions with the educators in the child's room

Submitted By: P01 P01



Please upload any relevant documentation

FO061_Parent_Grievance_Record.pdf	parent grievance
P01_P01_email.JPG	parent email

Child Details

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

Contact Details

Name	P01 P01 - Centre Manager
Phone Number	P03
Email Address	P03