



## 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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Kingston
Service Approval Number	SE-00009785
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
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 3 December 2021, Goodstart Centre Support received a parent complaint (see attachment). With reference to the wording of the complaint, the "First Occasion" is with respect to NOT-40472450. The "Second Occasion" was not notified. The "Third Occasion" is with respect to NOT-40587631 and the "Final Occasion" is with respect to NOT-40599118. We have just uploaded the documents that are relevant to the Final Occasion to NOT-40599118 on NQAITS. The Performance Lead, P01 P01 (e: P03) called the parent, P01 P01, today to discuss the matter. P01 was catching a train but agreed that it was a suitable time to talk. P01 got upset during their conversation, so P01 and P01 have agreed to touch base again through a phone conversation on Monday (6/12/2021). We will provide further information about our investigation and follow up actions after P01 and P01 have a conversation on Monday.
Please upload any relevant documentation	Complaint Kingston.pdf

Submitted By: P01 P01



## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03