



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	Guardian Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	Guardian Corporate Early Learning Services Pty Ltd
Service Trading Name	Guardian Childcare & Education Allara Street
Service Approval Number	SE-00013897
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	Mobile: P01P01P01 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 Wednesday 13 November 2024 at 12:57 PM a parent, **P01P01** **P01** emailed the centre to provide feedback and raise concerns regarding the health and safety of her child, **P01**, following an increase in incidents at the centre. The parent reported that **P01** had been hit, pushed, had a rock thrown at her head, and was struck with a block on her back. **P01P01** expressed concern about two separate incidents where a child threw a rock at **P01**, involving different children. The parent believes these situations could have been prevented with better supervision and the removal of potentially harmful items from the children. She has requested a follow-up on how the centre plans to address these issues and prevent similar incidents in the future. The concerns are directly related to **P01**'s health and safety. Further details can be found in the attached email.

All information was documented into a Besafe complaint report. The Assistant Centre Manager called the parent upon receipt of the email and discussed the incidents and steps the team took to ensure it does not happen again. The Assistant Centre Manager followed up with all educators that were present in the outdoor space at the time and reinforced the importance of active supervision when in a group, risk-based play environment. Educators are actively assessing strategies for facilitating positive interactions between children and the centre is continuing to work closely with Inclusion Support for children who require additional support at the centre. A follow up email was also sent to the parent (attached). The Assistant Centre Manager is continuing to maintain communication with the parent to ensure the parent feels reassured of the concerns and to provide further information regarding actions moving forward.

Please upload any relevant documentation

Response to P01P01 Email.pdf	Response to Parent Email
P01P01 Email.pdf	Parent Email

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03