



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 Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	Little Learning Australia
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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	<p>P01 P01 P03 [REDACTED]</p> <p>Contact number: P03 [REDACTED]</p> <p>Email: P0,P01 [REDACTED]</p>



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 Thursday 15 May 2025 a parent, **P01 P01**, verbally provided feedback and raised concerns regarding recent changes to the physical environment. Specifically the parent expressed concern about the rock garden edging following an incident that occurred last year where her child sustained injury (NOT-00080807). While she acknowledged that Guardian had recognised the safety risk and taken steps to remove the edging she believes the current solution remains unsuitable. She feels that the risk mitigation strategies in place are insufficient and that the situation is placing additional pressure on both the team and the children. The concerns raised directly relate to the health and safety of the children.

Immediate Actions Taken:

Following the initial incident that centre has been continuing to discuss safety measures in place with the family to support supervision in the outdoor play space. The parent has commented they are happy with the actions taken at the centre level but feels the garden bed should be removed. The Portfolio Manager and Guardian's Facilities Team have been engaged and the metal edging was removed and replaced with rockery. The risk assessment was updated and the centre has implemented the supervision superstar to support ongoing supervision within the area. All information was documented into a Besafe complaint report. Educators were notified of the concerns raised and continue to maintain active supervision in the identified area. The Centre Manager followed up with the parent directly and is continuing to maintain communication with the parent to ensure the concerns raised are appropriately addressed.

Please upload any relevant documentation

Guardian Forde Risk assesment Updated May 2025.docx	Risk Assessment
Outdoor Supervision May 15th 2025.docx	Risk Assessment
BeSafe P01 P01 .pdf	Complaint Report

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03