ACT Government
Education

Notification Number: **NOT-40750250**
Date generated: 27/07/2022

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

Service

Service Legal Entity Name	
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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 and P01 P01 P03 T: P03 E: 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	A family, P01 and P01 P01, sent an email to the centre on Tuesday 12 July 2022. The parents raised concerns pertaining to their child, P01 P01, safety and wellbeing whilst being cared for at the centre. The parents concerns pertain to P01 's dignity and rights not being supported following an incident at the centre on Tuesday 12 July 2022. See attached email correspondence. As an immediate response to the concerns raised, the centre is undertaking a fact finding process to obtain further information into the families concerns. The nominated supervisor has commenced conversations with team members in the Junior Preschool room following the toileting incident and has discussed with team members the importance of supporting children's social connections and upholding the children's dignity and rights. The nominated supervisor, P01 P01, spoke with P01 and P01 P01 following the email received. The family has been invited to attend a meeting with the nominated supervisor to discuss the concerns, a date is still to be confirmed by the family.

Submitted By: Guardian Childcare & Education

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Please upload any relevant documentation	
P01 and P01 P01 Email Correspondence.pdf	Email Correspondence

Child Details

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

Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P03