



**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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	Alfoom Investments Pty Ltd
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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	Parent: P01 P01 Contact Number: 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

01/02/2024

Child was in the bathroom by himself when the parent arrived to pick him up

The concern of the parent is:

1. Why was he in the bathroom alone?
2. Was he scared of being alone or was the educator harsh on him?

Parent email attached.

Action Taken:

1. Team to review supervision plan
2. Team to review supervision policy
3. Nursery 2 and 4 rooms to combine before educators finish, not to leave just 1 educator in the room by herself.
4. When combining, there should be another staff supervising the children in the room while the other educator helps the other room in moving the children

Please upload any relevant documentation

C01 Supp docs.pdf

Supp docs

Child Details

Child's Name

P01 P01

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Name

P01 P01 - Acting Centre Manger

Phone Number

P03

Email Address

P03