



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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	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

Wednesday 18th May 2022 @ 9:53pm via email. The email was seen by Nominated Supervisor at 7:30am on Thursday 19th May 2022 when arrived at the service. P01 2IC rang Nominated Supervisor at 6:13pm 18/5/2022 in which we discussed the actions I would implement today. When P01 arrived to collect P01 from Gungahlin Montessori Academy on Wednesday 18th May. P01 was informed by 2IC P01 that P01 was in the cot room. P01 had been put down for a sleep into Cot Room 1 by P01 P01 at 5:00pm. When mum arrived at 5:23pm to collect P01 walked into the cot room to find P01 on her stomach (mum is aware and has mentioned P01 can roll over, unable to roll back) however P01 was crying. P01 spoke with P01 (2IC, RPIC) about her concerns of P01 being in the cot, unattended on her stomach as she is only 4 months old)

This morning I have spoken with Area Manager P01 P01 on numerous occasions, IT to pull the CCTV footage from the cot room from between 5:00pm - 5:40pm, educators within the Infant 1 room about reflection on the incident and moving forward with our practices / procedures. Already today we have implemented an egg timer for educators to set as reminders on checking children. Feedback today has been this is fantastic and a sharp reminder for them all. Also Infant educators have reflected off the Safe Sleep policy, moved their cot rooms checks to on the door of the cot rooms so as they walk in and out they sign straight away, we have spoken regarding the option to move cots to outside or into the rooms in the afternoons if or when children are sleeping, ensuring children are dressed adequately for sleep time. Attached is the witness statements from the educators, room meeting minutes with goals and a follow up date of Thursday 26th May 2022 to see how educators are going with meeting the goals, email to Nominated supervisor and response regarding CCTV Footage and actions to be taken today as I investigate the incident, diary notes around meeting. Management will be reviewing the CCTV Footage if it can be extracted for our next steps within the service.

Please upload any relevant documentation

P01 P01 .pdf	P01 Witness Statement
P01 P01 .pdf	P01 witness statement
Email to Mum.pdf	Email
P01 P01 witness statement.pdf	P01 witness statement
P01 P01 .pdf	P01 witness statement
Room Meeting Diary Notes.pdf	Diary notes
Room Meeting Notes.pdf	Infant 1 room meeting
P01 P01 .pdf	P01 witness statement

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Submitted By: P01 P01



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03