



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
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	Complaints alleging that the Law has been contravened
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

Complaint was received on Friday 24th November 2023, when in the morning P01 was bringing her 2 children into Gungahlin Montessori Academy for the day and spoke with 2IC and friend P01 P01 about a concern she had regarding an incident with P01 and educator Ms P01 P01 P01 then verbally informed P01 that she needed to inform P01 as Nominated Supervisor as we were about to go into a meeting for her son. P01 mentioned that when she came to collect P01 from care on Thursday 23rd November 2023 that she heard P01 say "Why did you push me" it has since come out through 2 phone conversations with P01 and NS, 2IC that P01 did see the educator put her arm up and possibly push P01 P01 has mentioned through several conversations that she doesn't want us to report this to the department yet just bring it to the educators attention to ensure there is no next time. However we are following our procedure and reporting the complaint. As part of P01's investigation into the incident she has spoken to other educator's on shift at the time who none saw or heard the incident between Ms P01 and P01 occur. We have reviewed 5 different cameras in the service in which no camera shows the angle of the incident and no footage can be reviewed in which P01 has been informed of through conversation with P01 P01 and 2IC P01 will write up conversations with P01 and P01 will complete a witness statement to all be submitted for additional documentation.

Please upload any relevant documentation

Internal report template.docx

Internal Report

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03