



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	Team Gump Pty Ltd as Trustee for Team Gump Trust
Provider Number	PR-40007989
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Sage Education and Childcare Belconnen
Service Approval Number	SE-40016571
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 P03 P03 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

21/3/22- email attached

I have attached summary of actions by the Director following her feedback at the Parent Advisory Meeting on 8/3/22 and also feedback on 10/3/22.

Summary of record of conversation from Operations Manager and P01 phone conversation on 10/3/22

P01 attended with P01 the following week 15/3-17/3/22 and was happy with the actions to address the feedback and talked with educators across the week about meal and fluid intakes and the wiping being done after toileting.

21/3/22- emailed to express wanting to drop attendances on Fridays and still not happy with the toileting matters. P01 offered a meeting for P01 with P01 Director) to further discuss

21/3/22- P01 followed up with a further email overnight to end care at Sage after chatting to her husband and feeling like her concerns for toileting and meals/drinks hadn't been addressed.

22/3/22- P01 checked toileting records, food record and water intake - attached - this demonstrated that one meal had been refused however P01 had eaten multiple serves at lunch and afternoon tea time. Water was added across the day for last week and also times when toileting recorded wiping - this was not always constantly filled in however educators have communicated that P01 was always wiped at completion of toileting as per the advice provided by policy and followed up after the parent advisory meeting and P01's feedback.

Please upload any relevant documentation

P01 email.pdf	P01 email
Meals.xlsx	meals intake
P01 P01 RC P01.docx	Operations Manager record of conversation
P01 P01 Reflection on feedback received.docx	Director notes
toileting.xlsx	Toileting chart

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

Submitted By: P01 P01