



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	Majura Park Childcare Centre Pty Ltd
Provider Number	PR-00005847
Provider Approval Status	Approved

Service

Service Legal Entity Name	Urambi Early Learning Centre
Service Trading Name	Urambi Early Learning Centre
Service Approval Number	SE-40007473
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 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 received: Sunday 23rd February 2025. Complaint alleges "On Friday P01 was a victim of P01P01 s unacceptable behaviour" "a complaint against how management is handling this situation" - the law requires that we provide a safe environment, the complainant alleges that "You have a duty of care to provide a safe environment, . If you are unable to fulfil that requirement, at what point do you cease the enrolment of that child that is continuously inflicting harm to the children in your care" A very positive meeting with both families has been conducted. The complainant (P01) was assured that we are actively managing the situation. This is a result of what would be classified as relatively minor (scratches) peer to peer altercations, created by a child who is undergoing assessment for a disability/additional requirement. We are intensely managing the behaviour of the offending child, and working with the family to provide a fair and equitable outcome for all children.



Please upload any relevant documentation

FW_ Subsequent official complaint of harassment - FYI .pdf	Parent complaint
Action - P0:P01 meeting email.pdf	covering e-mail
P01P01 .pdf	Meeting notes

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