



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Barton
Service Approval Number	SE-40003620
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

On Wednesday 26 February 2025 a parent, **P01 P01**, sent an email to the centre. In the email the parent highlighted health and safety concerns regarding her child, **P01**'s, toilet training experience at the centre. **P01** reports over the past two days there has been inconsistency in **P01**'s toileting routine. **P01** reports **P01** was picked up without underwear or a nappy after reportedly having multiple accidents. **P01**'s Dad, **P01** was told by educators he had too many accidents and because they have been too busy with all the kids in the class now and don't have as much opportunity to take them. **P01** reports a second incident the following day where **P01** was picked up wearing only underwear despite being told he had only one accident. His bag also contained clothing from the previous day. Additionally **P01** reports an incident last week where she observed **P01** sitting on the toilet, crying, with four other children surrounding him. **P01** seeks reassurance that **P01** will be supported with regular and comfortable access to the bathroom particularly given the recent increase in class size. Further details can be found in the attached email.

As part of the immediate actions taken, all information was documented into a Besafe complaint report. The Centre Manager called the parent and discussed the concerns and reassured the parent that the children were safe and supported. In addition the centre implemented new toileting practices that included the child being encouraged to go to the toilet every hour and to have access to the bathroom at all times. The Centre Manager will continue to monitor the situation.

Please upload any relevant documentation

Working Directly with Children 26.02.25.pdf	Working Directly with Children Doc
Nappy Chart 25.02.25.pdf	Nappy Change Chart
Nappy Chart 26.02.25.pdf	Nappy Change Chart
Working Directly with Children 25.02.25 (1).pdf	Working Directly with Children Chart
Actions Taken Barton Feb.docx	Actions and Complaint

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03