



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 Bruce |
| Service Approval Number | SE-40004913 |
| 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 | P01P01 E: P03 T: 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 Tuesday 25 January 2022 the Centre received an email from a parent (P01P01) expressing concerns in relation to well being of her son (P01 P01) whilst being cared for within the service. The parent raised concerns over her child's nappy not being changed throughout the day. Please see attached email.

Acting Portfolio Manager (P01 P01) called and spoke with P01 in relation to the concerns raised in her email. P01 expressed frustration as P01 was wearing the same nappy he arrived at the centre in. P01 was upset the team member she spoke with made the decision to keep P01 in a nappy as he is not fully toilet trained (P01 is actively toilet training). P01 confirmed P01 is fully capable of doing a wee in the toilet but not a poo and requires some help in remembering that he needs to use the toilet. The Portfolio Manager confirmed an internal investigation will be conducted in response to this incident and the outcome of the findings will be communicated at the conclusion of the investigation.

Immediate Actions:

- * Educators to review the nappy toileting procedure ensuring they understand the process and requirements including children that are actively toilet training.
- * A formal meeting to be scheduled with team member to discuss the concerns raised by parent and obtain a statement.
- * The outcome of the internal investigation to be shared with P01 at the conclusion of the investigation

Please upload any relevant documentation

P01P01 Email .pdf

Parent Email

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 |