



213A
EDU

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	Little Learning Australia
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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 Email: P01 P01 Contact number: 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 11 June 2025 a parent, **P01 P01**, sent an email to the Portfolio Manager raising several health and safety concerns at the centre. In the email, the parent outlined observations of rotting fruit within the centre, staffing ratios reportedly not being met during morning drop-off in the Senior Preschool room with parents staying behind to assist as they feel sorry for the staff, the side gate being left unlocked, poor hygiene standards in the preschool bathrooms, described as "disgusting," with toilets that are black and smell strongly likened to a men's toilet in a busy pub. Additionally the parent reports food safety concerns for children with allergies allegedly being prepared in proximity to allergens posing a potential risk. The parent also indicated they would be following up with a second email containing photographs and further evidence related to the concerns raised. Further details can be found in the attached email.

Immediate Actions Taken:

All information was documented into a Besafe complaint report. The Portfolio Manager acknowledged the complaint in writing and requested further details to support a thorough investigation. The Portfolio Manager has commenced an investigation into the concerns and will continue to maintain with the concerned parent to ensure the concerns raised are appropriately addressed.

Please upload any relevant documentation

BeSafe P01 P01 .pdf	Complaint Report
P01 P01 Email.pdf	Parent Email
Reply to Email.pdf	Reply to Parent Email

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03