



## 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 Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Guardian Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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 Mobile: P03 Email: 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	<p>On Wednesday 20 November 2024 a parent, P01 asked the Nominated Supervisor who would be in P01 room today. After mentioning P01 being in the Toddler space she said "I need to have a chat with you once I drop off P0 P01" then informed the Nominated Supervisor that P01s come home and said that P01 has poked his bottom during a nappy change. P01 was visibly upset and said, "this is a huge red flag for me, please don't let him do P01 nappy". The Nominated Supervisor mentioned that educators are not alone during nappy changes throughout the service and that I would talk to the team and my portfolio manager to investigate. Nominated Supervisor swapped P01 out of the room with another educator and filed a witness statement. The concerns raised relate directly to the health and safety of the child.</p> <p>As part of the immediate actions, all information was documented into a besafe report and the Portfolio Manager was notified of the complaint. The Portfolio Manager and Nominated Supervisor commenced an investigation into the concerns raised by the parent and further information will be provided as soon as possible.</p>



Please upload any relevant documentation

BeSafe.pdf

Incident report

## Child Details

Child's Name

**P01**

Child's Gender

Male

Child's Date of Birth

**P01**

## Contact Details

Name

Guardian Early Learning Group

Phone Number

**P03**

Email Address

**P03**