



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	
Service Trading Name	Guardian Childcare & Education Wanniasa
Service Approval Number	SE-40004191
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 Mother of P01P01 PH: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01P01 P02 Female



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 16/3/21 at 7:30am, P01 (mother) dropped P01 off at the centre and explained that she had sent an email through regarding an incident she felt NS should be aware of.

Nominated supervisor read the email from P01 which explained that when P01 was picked up from the centre on 15/3/21 by her grandmother there was a strong smell of poo when P01 was placed in the car.

When she got P01 home, there was no poo in P01's nappy or on her hands at all, however there was poo on the front of the top P01 was wearing.

On 15/3/21, P01 phoned the centre when she was notified by her mum, the nominated supervisor had left for the day and another educator (P01 P01 - P01) had signed in as the responsible person and spoke with mum regarding her concern.

P01(RP) apologised for this occurring and let the parent know she would speak to the team and let P01 (NS) know in the morning.

On 16/3/21 at 9:30am P01 P01 checked the nappy chart for the 15/3/2021 to see if P01 had a soiled nappy at all on the Monday and to ascertain who had changed her at her final nappy change for the day.

P01 was last changed at 4:25pm and had a soiled nappy at this time.

P01 was signed out of the centre by her grandmother at 4:35pm.

P01 asked all educators who were rostered Monday 15th if they had noticed the poo on the front of P01's top/if they had cleaned poo of P01's hands/or another child's hands throughout the day or if anyone could explain how P01 got poo on the front of her t-shirt. It was established, that the educator who changed P01 at 4 :25pm on Monday

is a new casual educator P01 who is next rostered to work 17/3/21. NS will discuss the incident with P01 on 17/3/21 to ascertain further details.

16/3/21 A response email was sent to P01 acknowledging her email informing her, that P01, Nominated Supervisor will be investigating this incident and that she would be notified of the outcome.

All educators within the centre including casuals will be conducting nappy procedure self assessments. Followed by a nappy change self assessment completed on each educator by the Centre manager and Assistant Centre Manager.

All educators will also be given the nappy change policy and asked to read it and sign off stating that they understand the company policy. This will start 16/3/2021 pm

Please upload any relevant documentation

Wanniassa - Educator Log 15.3.21.pdf	Educator Log - 15.3.21
Wanniassa - Nappy Change Record 15.3.21.pdf	Nappy Change Record 15.3.21

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03