



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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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	Parent Name: P01P01 (Father) Contact Number: P03 Parent Name: P01P01 (Mother) 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

Complaint received on 13.10.2021, Child's parents have concerns regarding the alternative meal being offered to their child.

Concerns Raised:

1. 1:00pm (13.10.2021) - Child's mother called service to express her concerns regarding the alternative meal being offered to their child. Parent has requested that her child be offered bread and butter as an alternative.
2. 3:30pm (13.10.2021) - Child's father has phoned the service addressing his concerns to the CM. Father is concerned with the alternative meal offered to his child.

Actions Taken:

- CM has advised child's mother that the service would offer the child the planned meal from the menu. If child refused the meal offered, an alternative of a salad sandwich or vegetables would be offered, as well as plain pasta or plain rice that is served with the everyday lunch.
- CM has confirmed that the child has been eating morning and afternoon tea as offered.
- Child's mother has advised CM that she would like to discuss this issue again. 12:00pm 14/10/2021 CM has made an attempt to contact child's mother (mobile) to follow-up the discussion. No answer, message left.
- Educators have been and will continue too, ask child at times throughout the day if he is hungry. Providing an appropriate snack if required.

Please upload any relevant documentation

FO061_Parent_Grievance_Record - P0113-10-21.pdf	Grievance Record - Father
FO061_Parent_Grievance_Record_V1-To_be_reviewed_Jul_2016.pdf	Grievance Record - Mother

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01 - Centre Manager
Phone Number	P03
Email Address	P03