



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 | GUNGAHLIN MONTESSORI ACADEMY PTY LTD |
| Provider Number | PR-40017814 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|------------------------------|
| Service Legal Entity Name | |
| Service Trading Name | Gungahlin Montessori Academy |
| Service Approval Number | SE-40020141 |
| 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 - 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

The complaint was received on Friday 3rd June 2022, however sent via email on Thursday 2nd June 2022 in the evening by P01 in relation on her son P01's orientation process over the duration of 2 hours and his first day at the service at Gungahlin Montessori Academy in which P01 arrived at 11:15am and left at 1:00pm. P01 has chosen to withdraw from the service from things she has allegedly heard or seen during this time.

On P01's first day I NS P01 spoke with RL P01 as P01 has been very anxious from the tour to enrolling P01. P01 conducted P01's orientation on Tuesday 31st May 2022. Taking notes whilst speaking with P01. P01's first day P01 rang to say she would be late and she was a little anxious dropping P01 off. I reassured P01 that we could start with shorter days and build up eventually to full days. P01 had also spoken to playgroup friends who thought it was weird to only do one orientation. I continued to say we can call her and she can call us, and again start with shorter days to ease them both into this. After my phone call I spoke with RL P01 who was programming in the meeting room and explained P01's anxieties. That P01 would start with a short time and to call mum in the first half hour to hour. I did chase this up and P01 mentioned P01 called mum, however as P01 was settled they would only call back if he became unsettled as mum was coming back at 1pm.

I didn't get a chance to speak with P01 when she came back to service as I was in a ED Leader meeting with my ED Leader as it was our weekly catch up.

Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03