



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	Complaints alleging that the Law has been contravened
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

Today 5/1/2022 I [P01] [P01] Nominated Supervisor of Gungahlin Montessori Academy took a phone call from [P01][P01] a parent of [P01] [P01] enrolled at the service. [P01] explained she was calling regarding [P01] [P01] having nappy rash and that she was placed in a nappy to small for [P01] [P01] asked if we supplied size 5 nappies if not she would bring some in. I explained to [P01] that we supply nappies from size 2 to size 6 here at the service. I mentioned I would talk with [P01] (educator within the room) and find out what happened and explained we would happily place the next size nappy on [P01] [P01] went on raising her voice explaining she wanted to know and if we couldn't assist she would bring them in even after I had explained we supply the nappies. [P01] said this is my child she told an educator this morning who took her child was informed of the nappy rash and nappies. [P01] went on to say she was going to make a complaint and who does she inform I mentioned that I can follow up on my end however she could also ring Head Office and make a complaint as she could also follow up on the withdrawal for [P01] from today. There was a pause I said thank you and hung up. I then proceeded to talk to [P01] whilst getting children for parents under our COVID safety Plan (no parents past the foyer) when [P01] rang back to say she hadn't finished talking with me. I mentioned I was in the middle of something and would follow up with [P01] and educators regarding [P01] before her next attendance tomorrow. [P01] raised her voice in which I asked her to please stop I understand she was upset in which she said she was angry as its her child. I sympathised and mentioned I agree and as a parent myself I understand however she was breaching our services parent code of conduct policy. She mentioned she always talks like this in which I disagreed as we have had multiple conversations. [P01] continued to raise her voice in which I asked her to stop again and please not speak to me like that, I wouldn't as a parent speak to others or my children's teachers like that. I mentioned I would as mentioned follow up with [P01] and educators to ensure [P01] is not in the wrong nappy. [P01] then told me she was recording our conversation without my consent or informing me. In which is a breach of my privacy and confidentiality. She mentioned although she was withdrawing she is still a customer in which I agreed. [P01] then said I know your time is precious and I can go now. Then hung up the phone. I mentioned this to [P01] and [P01] (2IC) in which [P01] mentioned she took [P01] from mum this morning. [P01] mentioned about the nappy rash not the nappies. In which I have attached my email to [P01] following our conversation. And will upload witness statements from [P01] and [P01] (educators) I will be on annual leave until Monday 10th January 2022.

Please upload any relevant documentation

Email to [P01].pdf

Email Correspondance

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Submitted By: [P01] [P01]



ACT
Government
Education

Notification Number: **NOT-40610266**
Date generated: 05/01/2022

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: P01 P01