



**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            | Petit Early Learning Journey Pty Ltd |
| Provider Number          | PR-40002236                          |
| Provider Approval Status | Approved                             |

#### Service

|                           |                                     |
|---------------------------|-------------------------------------|
| Service Legal Entity Name |                                     |
| Service Trading Name      | Petit Early Learning Journey Barton |
| Service Approval Number   | SE-40003620                         |
| 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:<br>- Complainant name and contact details  | Parent name - P01 P01<br>Email - ;<br>Phone 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

Date compliant received - 27.03.2023 - 12.30pm

Copy of written compliant email- attached

Steps taken/ actions planned in response to the complaint:

-Centre Director had a telephonic conversation with the parent requesting to meet for further discussion the same afternoon regarding the concerns.

- Meeting was conducted with parent P01 P01, P01 P01 (Centre Director) & P01 P01 (Assistant Centre Director/EL), P01 P01 P01 (Lead Educator) - Haven place.

- Summary of the meeting: P01 expressed her concerns regarding the difference of change in the ratio and possibly not meeting the regulations from under 2 studios to the new studio where P01 P01 has transitioned into Haven place (2 to 3 yrs old aged studio) from 20.03.2023. P01 & P01 explained the ratio change and the dynamics of family grouping during each morning/afternoon with the Treasure cove preschool studio. P01 continued to express her concern about not having enough familiar Educators on board since December 2022. P01 & P01 reassured P01 with the following: - We will review the roster and make possible changes to ensure adequate support to Children - We are in the process of recruiting new permanent Educators in replacement of the 3 Educators that resigned in late Dec/ Jan 2023. Also gave her update on the 1 newly recruited Educator that just started on 27.03.2023.

- Management team to continue to educate families regarding the regulations example - ratios and other important policies via story park/ email/ availability of QR code to the policies in the foyer.

- Management team to continue to update families regarding staffing arrangements.

- Management team to continue to organize consistent agency Educator's booking to better support children and families.

- Management team to introduce name labels for Agency Educators working at Petit each day.

Please upload any relevant documentation

|                                                          |                                                      |
|----------------------------------------------------------|------------------------------------------------------|
| Children Roll Summary - 27.03.2023.pdf                   | Children Roll Summary - Full Centre - 27.03.2023     |
| Parent Email compliant - 27.03.2023.pdf                  | Parent Email compliant - 27.03.2023                  |
| Roster - 27.03.2023.pdf                                  | Roster - 27.03.2023                                  |
| Working directly with children's record - 27.03.2023.pdf | Working directly with Children's record - 27.03.2023 |

## Child Details

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

## Contact Details

|              |         |
|--------------|---------|
| Name         | P01 P01 |
| Phone Number | P03     |

Submitted By: P01 P01



**ACT**  
Government  
Education

Notification Number: **NOT-40839210**  
Date generated: 28/03/2023

Email Address

P03

Submitted By: P01 P01