



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	Team Gump Pty Ltd as Trustee for Team Gump Trust
Provider Number	PR-40007989
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Sage Education and Childcare
Service Approval Number	SE-40007193
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	<p>P01P01 P03 P03</p> <p>Child: P01 P01 P02</p> <p>Enrolled in inventors</p> <p>See attached record of conversation between P01 and Centre Director P01 P01</p>



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

Summary of record of conversation attached with concern 8/6/21 - **P01** **P01** and **P01** **P01**

Records of conversations between educators taken 8/6/21

Photos of injury as taken by **P01****P01** 7/6/21

Camera footage run sheet with movements for **P01** and details of incident recorded involving **P01** and other enrolled child **P01****P01**s on 7/6/21 attached

Attempted phone call to **P01****P01** at 4.55pm on 8/6/21 to discuss what has been noticed in footage and to follow up with regards to her raised concern this morning. **P01** returns tomorrow and we will also try to touch base with the family at this time.

Approved provider actions:

- continued work with Inventors children and educators to scaffold play and support interactions between children at all times
- follow up phone call or face to face discussions with **P01****P01**s family to further discuss the incident from 7/6/21
- Review of Child centre profile for **P01** and **P01** to further identify strategies that best support both children and also redirect when heightened to avoid using physical restraint by educators
- contact with ACT Senior Practitioner to seek advice or support for further strategies in managing the behaviours when becoming unsafe to themselves and others.

Please upload any relevant documentation

P01 P01 recording .xlsx	Footage record
P01 incident 7.6.21.docx	Record of call with P01 8.6.21
Email from P01 .png	Email from P01 8.6.21
Provider summary from camera footage.docx	Provider summary from footage seen
Record of conversation P01 8.6.21.docx	Record of conversation 8.6.21
Record of conversation P01 P01 8.6.21.docx	Record of conversation P01 P01 8.6.21
Record of Conversation P01 P01 8.6.21.docx	Record of conversation P01 8.6.21

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-40546273**
Date generated: 08/06/2021

Email Address

P03

Submitted By: **P01** **P01**