



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 Belconnen
Service Approval Number	SE-40016571
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>P01 P01 [REDACTED]</p> <p>P03 [REDACTED] - work number</p> <p>P03 [REDACTED] - home contact</p> <p>P03 [REDACTED]</p> <p>P03 [REDACTED]</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

P01 has collected her children on the afternoon of 31/8/2022 and watched some interactions between her son, **P01** and some other Preschool children. The statements are attached including the educators recount of the incident and **P01**'s conversations. She has stated that she was feeling that **P01** was not emotionally safe and the behaviour was bullying, to the Preschool teacher, **P01 P01**.

P01 P01, the Centre Director sent an email to **P01** on 1/9/22 after phone calls and messages were left, to arrange a meeting to speak further about the afternoon and her relayed concern. This is attached.

One the afternoon 1/9/22, **P01** has collected the boys and whilst in the Adventurers space, her son **P01** has attempted to climb up the slide from the bottom, a child has been coming down the slide backwards and has collided with **P01 P01**. **P01** has comforted her son and the statements collected from educators share that she has yelled at **P01 P01** (**P02**) Parent **P01 P01 P03** and sworn at the educators. She has been observed to be very emotional and upset over the accident. Statements attached

The Nominated Supervisor will be contacting **P01 P01** family to let them know of the incident on 1/9/22 as **P01** did appear upset after the interaction with **P01** and need some support from educators at the time.

The centre has video footage of both occasions, this can be shared if required.

Meeting has been scheduled with **P01** and her husband **P01** for 4pm today, 2nd September 2022. **P01** will chair this meeting along with the centre assistant Director **P01 P01**

Provider plans to send through further information including, not limited to:

- record of meeting after 2/9/22 parent meeting and actions agreed upon following this meeting

Please upload any relevant documentation

P01 email meeting request 1.9.22.pdf	Email request for meeting 1.9.22
Statements 01092022 - Pm P01 .docx	Statements 31.8.22 and 1.9.22 from educators

Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	



Contact Details

Name	<u>P01</u> <u>P01</u> [REDACTED]
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]