



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Barton
Service Approval Number	SE-40003620
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 Email: P03 [REDACTED]



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

On Tuesday 6 May 2025 the centre received an email from parent, **P01 P01**, expressing concerns about her child **P01**'s safety. **P01** has reportedly been coming home expressing fear of another child at the service, mentioning incidents such as a broken window and aggressive behavior towards staff and peers. The parent noted that **P01** claims to have been hit by this child although no incident reports have been provided to them. They also raised concerns about supervision and requested information on measures being taken to ensure the safety of **P01** and other children. The concerns directly relate to the health and safety of the children at the service. Further details are available in the attached email.

Immediate Actions Taken:

All information was documented into a Besafe complaint report. Educators are continuing to review strategies and interactions between the child who requires additional support and the children in the room. Educators to support discussions and experiences with the group on respectful interactions with peers and taking safe risks. The centre is continuing to work closely with the child's family to develop goals and strategies. A child support plan to be developed to support the child who requires additional support at the centre. The parent has been invited to attend a meeting to discuss the plan and share input. Follow up communication sent to the parent (attached). The centre is continuing to maintain communication with the parent to ensure the concerns raised are appropriately addressed.

Please upload any relevant documentation

parents meeting.png	Email to Parent
child support plan.pdf	Child Support Plan
Concern Reply.png	Reply to Parent Email
BeSafe P01 pdf	Complaint Report

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03