



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 Bruce
Service Approval Number	SE-40004913
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 Can Speak Canberra Speech Pathology P03 E: P01 T: 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	On Friday 29 April 2022, the centre received a community complaint from a neighbouring business, Can Speak Canberra Speech Pathology, alleging a male team member had been overheard yelling and using explicit language to a group of children at Guardian Childcare and Education Bruce. Please see attached email. The Nominated Supervisor (P01 P01) called and spoke directly with P01 P01, Business Manager, in relation to the allegation. P01 informed P01 an investigation was underway to try and ascertain further circumstances around the allegation. The Nominated Supervisor with the support of Guardian's People and Culture team have been engaged to support formal meetings into the allegations made.
Please upload any relevant documentation	



CAN SPEAK CANBERRA SPEECH
PATHOLOGY.pdf

P01 P01 Email

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03