



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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 (P01) 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

Tuesday 12th July 2022

Nominated Supervisor received the email complaint via email that I she had been cc'd into along with enrolments and finance team. **P01** (mum) is alleging that while her son **P01** **P01** was attending Gungahlin Montessori Academy he was not correctly cared for by educators. Mum never mentioned a complaint to the educators or to the Nominated Supervisor when she attended the service to withdraw. When asked for feedback mum replied "we have found alternative care" **P01** was informed of the notice period, however since then has had issues with her accounts and the finance team refusing to pay the overdue account. Montessori Academy have waived her fees since. Mum is also claiming that the NS **P01** was notified but didn't respond, however **P01** spoke with **P01** at the service regarding the notice period / withdrawal, informed the enrolments team of the withdrawal and attempted to contact **P01** via phone on 28th June, 2022 - left a message and received no response.

During **P01**'s time here at the service educators communicated openly with with mum on arrival and departure times regarding **P01**'s day, engagement and activities and them increasing the amount of times they offered him water throughout the day as they noticed he wasn't drinking a lot. Mum was informed of this by the RL also in which mum acknowledged the communication and responded with "we force him to drink at home" in which the educators dismissed the comment and again informed **P01** they have been offering more often, also mentioning our 20 minute practice and policy of getting the children to sit together as a group and have a drink. During his time her at Gungahlin Montessori Academy **P01** built a relationship with the NS who visits the rooms and engages in activities occasionally, and the educators within the room including Ms **P01** who he had built a very special bond with as they spent a lot of time other in their environments. In which educators are now saddened and deflated by **P01**'s accusations.

NS **P01** will upload email received 12/7/2022, witness statements from educators, attendance records all rooms for 8th and 22nd June, 2022 and all rooms Working Directly with Children records for the same dates.

Please upload any relevant documentation

Email from P01 - Mum.pdf	Email from Parent
Infant 1 22-6-22.pdf	Attendances
Infant 1 22-6-22.pdf	WDWC
Infant 1 8-6-22.pdf	Attendances
Infant 1 8-6-22.pdf	WDWC
Infant 2 22-6-22.pdf	Attendances
Infant 2 22-6-22.pdf	WDWC
Infant 2 8-6-22.pdf	Attendances
Infant 2 8-6-22.pdf	WDWC
P01 P01 P01 .pdf	Witness Statements
P01 P01 .pdf	Witness Statement
PS1 22-6-22.pdf	Attendances



PS1 22-6-22.pdf	WDWC
PS1 8-6-22.pdf	WDWC
PS1 8-6-22.pdf	Attendances
PS2 22-6-2022.pdf	WDWC
PS2 22-6-22.pdf	Attendances
PS2 8-622.pdf	WDWC
PS2 8-6-22.pdf	Attendances
P01 P01 .pdf	Witness Statement
Toddler 22-6-22.pdf	Attendances
Toddler 22-6-22.pdf	WDWC
Toddler 8-6-22.pdf	Attendances
Toddler 8-6-22.pdf	WDWC

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03