



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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Papilio Early Learning Barton
Service Approval Number	SE-00009847
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	Parent Full Name – P01 P01 Parent Phone Number – P03 Child Name – P01 P01 Child DOB – P02
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	05 October A parent has raised concerns after their 5 year old child alleged an educator “slapped them” on the leg. The parents had a meeting with the team today, advising that the child was not hit and that the interaction was not aggressive and the educator was trying to get the child’s attention. The allegation is unsubstantiated. Moving forward this educator will be monitored by the Lead Educator and supported to build a relationship with the child and the family through positive engagement.
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03