



**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 Bruce
Service Approval Number	SE-00009848
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 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	24/05/2021. Parent came into the centre and discussed with the Centre Manager that she had found a plastic leaf in her child's poo on Sunday evening, parent was very upset about how this happened and that they were not notified. Parent requested incident report complete (attached). Centre manager has asked educators if they witnessed any incident last week with regards to this child putting a leaf in their mouth. All educators advised they had not, centre is currently gathering written statements.
Please upload any relevant documentation	
Incident report P01 .pdf	Incident report
P01 .docx	Centre Manager file note



Child Details

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

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	