



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 Pty Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Only About Children Pty Ltd
Service Trading Name	Papilio Early Learning Yarralumla
Service Approval Number	SE-00009805
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Complainant Name: P01 p01 Email: [Redacted] Mobile: 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 18/11/2024, the centre received an email from a parent raising a complaint alleging the Law has been contravened regarding the program, resources, health and wellbeing, and communication regarding staffing arrangements. Centre Management has responded to the parent's email and is working with educators to address the concerns raised.
Please upload any relevant documentation	

Parent email and CM Response (2).pdf	Parent Email and CM Response
enrolmentchild (45).pdf	Child Enrolment Form



Child Details

Child's Name	P01	P01
Child's Gender	Male	
Child's Date of Birth	P02	

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	