



## 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 Barton
Service Approval Number	SE-40003620
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	p01 p01 Contact number: P03 Email: 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 Tuesday 1 April 2025 a parent, p01 p01, contacted Guardian's Head Office and verbally provided feedback and raised concerns regarding an ongoing issue which she has had since leaving the centre. p01 reported multiple unsuccessful attempts to resolve the matter directly with the centre. She emailed Guardian a week ago with no response, followed up again yesterday, and called the centre today but still received no assistance. The issue concerns her son's P05 which she handed over to the former Centre Manager several months ago. Written confirmation shows the former Centre Manager agreed to store the passport at the centre but despite repeated attempts over the past four months p01 has been unable to retrieve it. She has visited the centre in person multiple times but has been turned away each time. p01 considers this a privacy breach as the passport contains personal information and is frustrated by the lack of accountability. She has also sought support from the Portfolio Manager to resolve the matter.

As part of the immediate actions taken, all information was documented into a Besafe complaint report. The Portfolio Manager has been engaged and the centre is continuing maintain open communication with the parent providing updates and addressing their ongoing concerns.

Please upload any relevant documentation

File Note 1 April 25.pdf	File Note 01/04/2025
File Note 21 March 25.pdf	File Note 21/03/2025
Screenshot 2025-04-02 102059.png	Email 23/12/2024
Screenshot 2025-04-02 102044.png	Email 16/12/2024
Screenshot 2025-04-02 102029.png	Email 15/12/2024

## Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P03