



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 Bruce
Service Approval Number	SE-40004913
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 P03 E: P03 T: 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 Monday 27 June 2022 at 08:07am a parent, P01 P01, emailed the centre in relation to concerns regarding toileting practices, staffing arrangements and non-serious incidents within the Toddler 2 room. Copy of email attached. A follow up email was sent to P01 and it has been communicated a internal investigation has commenced to ascertain further information following P01 concerns. As an immediate response the centre to conduct a review of the nappy change/toileting charts, educator logs and staff roster. The nominated supervisor has commenced conversations with educators within the Toddler 2 room to ensure they understand the process and requirements for children that are actively toilet training.
Please upload any relevant documentation	

P01 P01 Email Correspondence.pdf	Email Correspondence
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Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03