



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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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	Complaint received 27/05/22 Details: The parent has contacted the centre regarding an incident that occurred with her child and was concerned the bruising on the child's head was not noticed by educators. She also raised concerns over an incident that occurred the week prior where the child had pen marks on his bottom. Actions to be Taken: 1. Speak to all team who was within the room on the 20th May and collect witness statements or record of discussions. 2. Revise the supervision plan within the room. 3. Document all incidents and notified both families involved.
Please upload any relevant documentation	20220527143546279.pdf discussion record



Discussion Record - P01 and P01 27.5.2022.docx	discussion record
RE_ P01 P01 P01 .pdf	parent email

Child Details

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

Contact Details

Name	P01 P01 - Centre Manager
Phone Number	P03
Email Address	P03