



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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

Nominated Supervisor received an email from **P01 P01** on Tuesday 24th August 2021 at 4:12pm. However, **P01** had finished her shift for the day and when checking emails at home saw and responded to **P01** at 7:24pm.

P01 sent an email of an alleged bum smacking that happened at the service on Monday 23rd August 2021 between rough times of 3:15pm-5:30pm when all children were combined in our indoor simulated play area due to COVID reduction numbers.

P01's older son **P01** who attends in our Preschool 2 (3-6 years) went home on Monday night and told mum that one of the educators Miss **P01** allegedly smacked his brothers bottom **P01** as he refused to put his shoes on. **P01** mentioned in her email that it could be a misunderstanding on **P01**'s behalf however happy for me to investigate further as this raises concerns for the family and myself as NS of the service.

Due to reduction of hours NS will be having a professional conversation with Miss **P01** on 26/8/21 when she returns to work, duty of care, child protection and other relevant policies to be read and signed. Also have spoken to IT department about camera footage for the area and timeframe between 3:15pm - 5:30pm on Monday 23rd August 2021.

P01 will also be asked to complete her witness statement for her events of the alleged incident.

Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03