



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	HARBOUR EARLY LEARNING MANAGEMENT PTY LTD
Provider Number	PR-40031090
Provider Approval Status	Approved

Service

Service Legal Entity Name	Harbour Early Learning Aranda Pty Ltd
Service Trading Name	Harbour Early Learning Aranda
Service Approval Number	SE-00016718
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 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: 06.11.24 Copy of complaint attached. Steps taken: > Email sent addressing concerns (attached). > Multiple invitations sent inviting parent/ complainant to meeting (attached). > Inclusion plan pre-established in July 2024 (attached). > Inclusion training (undertaken in July 2024).
Please upload any relevant documentation	

Code of conduct incident.pdf	Code of Conduct Incident Description
Correspondence to P01 Addressing Incident.pdf	Correspondence addressing incident
Complaint P01 P01 pdf	Complaint- P01 P01

Submitted By: P0 P01



Code of conduct information sent prior to enrolment.pdf	Code of conduct email on enrolment
Inclusion Training Harbour EL.pdf	Inclusion training completed July 2024
P01 P01 Inclusion Plan.pdf	P01 P01 Inclusion Plan

Child Details

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

Contact Details

Name	P0 P01
Phone Number	P03
Email Address	P03