



## 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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	NurtureOne Holt Children's Centre
Service Approval Number	SE-40008661
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	<b>P01</b> <b>P01</b> Email: <b>P01</b> Contact Number: <b>P03</b>



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

02/02/2022

Parent emailed the G8 family care team on 2/2/2022 around the current COVID policy not being sustainable going forward and his child's example.

AM **P01 P01** was notified of this email and followed up with a phone call to parent on morning of 2/2/2022

A copy of his letter is attached for reference.

**Action Taken:**

1. Parent was super appreciative that these are very challenging times. He put forward a request for our consideration to introduce RAT testing for children as an internal policy as he feels if they can introduce this type of policy they can slow down the level of positive exposures for children in services and reduce impact this is having on families when they get the call to come and collect Moderate and High risk children to leave work.

2. He provided lovely feedback regarding the team's response and was just wanting to understand if ACT government was looking to update these procedures as he understands we as a provider need to comply with these guidelines.

He just wanted to be reassured, as a leadership team they were having those discussions and putting forward ideas to get back to some kind of normal as children under 5 can't be vaccinated.

Resolution reached.

Please upload any relevant documentation

C01 Supp docs 02.02.22.pdf

Supp docs

## Child Details

Child's Name	<b>P01 P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01 P01</b> - Centre Manager
Phone Number	<b>P03</b>
Email Address	<b>P03</b>