



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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Papilio Early Learning Bruce
Service Trading Name	Papilio Early Learning Bruce
Service Approval Number	SE-00009848
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	On 26 October 2023, a parent raised concern with an object that their child was holding in photos from the daily story on 3 October 2023. The parent has found their child was holding a vape in the photo. The child informed their parent the vape was found in the garden. The Nominated Supervisor has commenced initial investigations into the matter. It is understood that an Educator has seen the child with the object on the day and removed it immediately. The Educator has missed escalating this to the Nominated Supervisor on the day. A review of the outdoor checklist confirms this was completed on the day also. It has been noted that this was missed when reviewing the photos before posting the daily story. People & Culture team have commenced further investigation to the matter and will provide this information in due course.
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03