



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 Pty Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Only About Children Pty Ltd
Service Trading Name	Papilio Early Learning Yarralumla
Service Approval Number	SE-00009805
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	Complainant name: p01 Email: 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	The centre has received a complaint alleging the Law has been contravened regarding protection of children from harm. A parent has allegedly witnessed an educator pulling a child by their arm in a way that caused them to stumble, while the child was upset. This matter has been escalated to our People and Culture team for further support.
Please upload any relevant documentation	

parent email (15).PNG	Parent Email
CM Response email (2).PNG	CM Response
enrolmentchild (34).pdf	Child Enrolment Form



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03