



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	
Service Trading Name	Sage Education and Childcare
Service Approval Number	SE-40007193
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	Name - P01 P01 Number - 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	13 December 2021 Parent called Nominated Supervisor to discuss an incident that had occurred on the 10 December and was concerned about how the incident was managed by staff. The parent advised that educators has suggested the abrasion to the child may have occurred at home however it happened at the centre as well as that they were not contacted straight away after the incident occurred and were notified of the incident on collection 2 hours later. The family have not sought medical treatment for the mark to the child's face. The Nominated Supervisor has had discussions with the educators involved to address the parents concerns.
Please upload any relevant documentation	
doc00075420211214145859.pdf	Incident Report



Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	<u>P01</u> [REDACTED] <u>P01</u> [REDACTED]
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]