



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	Taylor Child Care Pty Ltd
Provider Number	PR-40031561
Provider Approval Status	Approved

Service

Service Legal Entity Name	Taylor Child Care Pty Ltd
Service Trading Name	Taylor Child Care
Service Approval Number	SE-40025652
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	Recently, we received indications from a former employee, P01 , that they may be considering filing a complaint regarding her experience with our organisation and in relation to our new Centre Director, P01 . Regarding this matter, we received assistance from our Area Manager, P01 , who provided us with a PIP (Performance Improvement Plan) to implement as of next week (22/04/2024). We were actioning this due to team member concerns, parent concerns and performance issues within her role within our service. We are happy to provide this documentation if required. While we have not yet received formal documentation or specifics regarding the nature of the complaint, I believe it's crucial for us to proactively address this matter and ensure that we handle it with transparency and integrity. We are wanting to notify you and work with you if the complaint proceeds.



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

Recently, we received indications from a former employee, **P01**, that they may be considering filing a complaint regarding her experience with our organisation and in relation to our new Centre Director, **P01**. Regarding this matter, we received assistance from our Area Manager, **P01**, who provided us with a PIP (Performance Improvement Plan) to implement as of next week (22/04/2024). We were actioning this due to team member concerns, parent concerns and performance issues within her role within our service. We are happy to provide this documentation if required. While we have not yet received formal documentation or specifics regarding the nature of the complaint, I believe it's crucial for us to proactively address this matter and ensure that we handle it with transparency and integrity. We are wanting to notify you and work with you if the complaint proceeds.

P01 was employed with us from 07/01/2024 to 18/04/2024, serving in the role of Assistant Director and Room Leader of our Toddler 1 room.

While we strive to maintain positive relationships with all former employees, we acknowledge that there may be instances where individuals have concerns or grievances that need to be addressed. It is our priority to listen to their feedback, take appropriate action, and, most importantly, learn from their experiences to continuously improve our workplace environment.

We believe that by addressing this matter proactively and transparently, we can demonstrate our commitment to accountability and fairness. It's essential that we uphold our values and ensure that all employees, past and present, feel respected and heard.

We welcome your thoughts and guidance on how best to proceed in this matter. We would like to work collaboratively together on this matter.

Please let us know if you have any questions or if there are additional steps you believe we should take.

Please upload any relevant documentation

Notice of Initiation of PIP.docx	Notice of Initiation of PIP (P01 P01)
Performance Improvement Plan - Ms P01 .docx	Performance Improvement Plan (P01 P01)
Resignation letter.docx	P01 P01 Resignation Letter

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03