



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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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 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

Details of Complaint:

On the 27th May 2022, at 3:25pm, P01 attempted to jump off the rocks around the sandpit, falling down hitting her left side of her face. This caused a large graze to the left side of her face.

When the family arrived to collect the child, the father, P01 was upset and started to yell at the team telling them "this is a real joke". (Refer to records of discussion)

On the 29th May 2022, at 9:12am, P01 P01 emailed the centre to ask if she was able to arrange a meeting with the Centre Manager to discuss the incident.

On the 31st May 2022, at 8am, a meeting was held between P01 P01 (NS), P01 P01 and P01 P01. (Refer to record of discussion)

On the 31st May 2022, at 8:25am, P01 P01 called the centre to speak to the Centre Manager to apologise for her partners behaviour and to express her concerns.

Actions Taken:

- 1) Centre Manager met with parents to discuss their concerns
- 2) CCTV footage to be viewed and list of events recorded.
- 3) Centre Manager to revise the Toddlers Outdoor space and update risk mitigations.
- 4) Centre Manager to action relevant strategies to maintain safety of children with the team.
- 5) Centre Manager to touch base with the parents towards the end of the week with outcomes.

Please upload any relevant documentation

Supporting docs.pdf

supporting docs

Child Details

Child's Name P01 P01

Child's Gender Female

Child's Date of Birth P02

Contact Details

Name P01 P01 - Centre Manager

Phone Number P03

Email Address P03