



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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 (Father) 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

Saturday 30th October 2021

P01 (P01) dad of **P01** (P01) has written a complaint on social media to Montessori Academy regarding an alleged incident that occurred on Monday 25th October 2021 in the Toddler 2-3 years room during inside time. Stating they will seek journalism and wanting to see footage. No-one has refused them to see footage only mentioned we would speak to IT and management to extract footage. However all families were informed via email that our Montessori Server had recently been crashing interrupting my main email, phones, parent sign in and out and cameras since Friday 22nd October, 2021.

On Monday 25th October during my ratio check of all rooms I arrived at the toddler room around approximately 9:30am when the educators informed me that **P01** (P01) was refusing to move his right arm. I approached **P01** who was sitting at the table having morning tea, I got down to his level and asked if I could move his arm. I attempted to move the arm and **P01** pulled back in resistance therefore I didn't continue. I looked at his collar bone, back **P01** squeezed my hand and felt over his arm. I asked the educators to explain the build up to the timeframe. **P01** (P01) mentioned she noticed it in the bathroom. **P01** walked holding her hand to the bathroom to go to the toilet during a routine nappy change, he got wet. **P01** went to lift and move his arm and **P01** refused therefore **P01** could not change his wet clothes. **P01** (NS) asked **P01** to write an incident report of the events whilst I asked for a sling from the room First Aid Kit. Due to **P01** not wanting to move his arm I wrapped the sling around **P01**'s arm and body. I then got the emergency contact for mum off room leader **P01** (Room Leader) I attempted to call mum she didn't answer so I left a message. I then rang **P01** (Dad) explained that **P01** was refusing to move his right arm, I had placed a sling on it and if he could please come collect and seek medical attention. Dad (**P01**) came when **P01** was outside with the other children in the Preschool / Toddler yard. I guided dad out to **P01** where I explained the precaution of the sling. Dad picked **P01** up saying he was going straight to the Doctor across from Gungahlin Montessori Academy he had an appointment. Within 10 minutes Dad (**P01**) and **P01** had returned from the Doctor to Gungahlin MA in which dad handed me a clearance letter from the doctor and mentioned **P01** was fine all good. Doctor moved his arm around, showing me how in actions. I told dad thank you for seeking medical advice and to please understand why we take precautions with sling and doctors. Dad was very happy and thankful and said **P01** wanted McDonalds and asked if he could buy all the children McDonalds as a thank you. I mentioned to dad we don't allow outside foods due to allergies however the gesture was lovely. He then said thank you goodbye and left. **P01** then returned to the service willingly changing his shirt with educator **P01** and went about the rest of his morning engaging happily in all activities. I informed the Toddler educators, then moved back to ratio checks before returning to the foyer. Dad (**P01**) arrived back at service around 11am with McDonald Happy Meals for all the Toddler children. We placed it on a trolley from the kitchen and walked it down to the Toddler room where dad (**P01**) spoke to **P01** about the McDonalds and could see him happy and engaging in activities with educators and peers.

I will be uploading **P01**'s (**P01**) clearance letter from the Dr from 25/10/2021, Communications between educators, myself and families, educator and my witness statements and any relevant CCTV footage relevant, incident report written by **P01** on 25/10/2021 requested by myself on Monday 1/11/2021 when I return to service.

Please upload any relevant documentation

P01 Complaint.jpg

Complaint via Social Media



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03