



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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

Service

Service Legal Entity Name	G8 Education Limited
Service Trading Name	NurtureOne Holt Children's Centre
Service Approval Number	SE-40008661
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	Complainants Name: P01 P01 Phone 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	02/10/2024 Parent upset in regards to an incident that occurred where child cut her lip and needed to be picked up - NOT-00079243 Detailed parent complaint attached Action Taken: 1. Review, and where applicable, update the downstairs outdoor playground's risk assessment, with a focus on the equipment involved in the accident (i.e., the in-ground boat). 2. Review, and where applicable, update the downstairs outdoor playground's supervision plan /hot spot locations for supervision purposes.
Please upload any relevant documentation	

C01 Supp Docs.pdf

Supp Docs

Submitted By: **P01** **P01**



Child Details

Child's Name	P01 (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