



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 Pty Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Only About Children Pty Ltd
Service Trading Name	Papilio Early Learning Yarralumla
Service Approval Number	SE-00009805
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	Complainant Name: P01p01 Email: P03 Mobile: 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	A parent has raised a complaint alleging the Law has been contravened regarding protection of children from harm and hazard including sun exposure. The parent raises concern that their child was collected from care on 19/11/2024 with their nose and cheeks being 'very red' and chin being 'a bit red'. Centre Management is working with the family and educators to address their concerns.
Please upload any relevant documentation	

Parent Email and CM Response (1).pdf	Parent Email and CM Response
enrolmentchild_P01.pdf	Child Enrolment Form



Child Details

Child's Name	p01 p01
Child's Gender	Not Disclosed
Child's Date of Birth	p01

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03