



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	Bilingual Schools Australia Pty Ltd
Provider Number	PR-40025561
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Spanish Australian Preschool
Service Approval Number	SE-40022042
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	P01 P01 Telephone number: P03 Email address: 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	Monday 24th of April, on a phone conversation. P01 comes often late after we have closed the centre, to collect her child. After being late for many times, asking her not to be late, etc, we then proceeded to charge her. This is when P01 rang me very angry as the fees are \$50 per late minute and she was 10 minutes late. P01's language was abusive and insulting, and started to threaten us that she would call the government as she thought our recently built green classroom was a dump, and obviously not suitable for the children. The reason I did not submit this before is because I was unaware this counted as a complaint, given that: It was in response to us implementing the late collection fees. It was in the context of a conversation to provoke a reaction and not in writing, independently because there were real concerns. P01 was alleging we were breaching reg 172 and law 168. P01 requests that we send her a text message and not an OWNA notification if it's 4.45 and her child has not been picked up.

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



Please upload any relevant documentation

bilingual schools australia Mail - Contact for the local authority and other matters.pdf	Email sent to P01
DONE - Fees (1).pdf	Fees policy
DONE - Parent and community interactions (1).pdf	Parent interactions policy
Fees update notice in OWNA (1).pdf	Updated fees notice in OWNA
Late collection report (2).pdf	Late collection records
RISK ASSESSMENT - Green classroom (3).pdf	Green classroom risk assessment
WHS Workplace Inspection June 2023 - Bilingual School.pdf	Inspection by SM consulting

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P03