



## 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	ARTEMIS EDUCATION PTY LTD
Provider Number	PR-40030037
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	ARTEMIS EDUCATION PTY LTD
Service Trading Name	Artemis Early Learning
Service Approval Number	SE-40002132
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- Work: P03 Mobile: P03 Email: 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	Complaint received on 1st May 2024 Verbal phone complaint- complaint was not in writing Complaint was fraudulent as she used google photos to say that was her sons nappy rash due to us not changing his nappy on his last day of care to be able to get fees waived from us.
Please upload any relevant documentation	

nappy log.jpg	Nappy log to confirm change did take place
Letter from Artemis.png	Fraud confrontation letter from Artemis
Fee evidence.pdf	Evidence of consistent fee late payments in three years

Submitted By: P01 P01



message to staff.jpeg	acceptance of deciet from <b>P01</b> <b>P01</b> to staff members
<b>P01</b> <b>P01</b> acceptance .png	Acceptance to approved provider of deciet
Analysis of Pictures (002).pdf	photos to decrbe nappy rash were taken off google

## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P01</b>