



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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 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	P01 attended Guardian Forde on 22 July 2021 for orientation. On 2nd August 2021 P01 sent an email with feedback to the Guardian Feedback email address. P01's email outlines concerns in relation to Supervision, Hazards and sleep & Rest practices. IMMEDIATE ACTIONS TAKEN: Collection of documentation relating to ratios and adequate supervision. Discussions relating to infant appropriate resources and accessibility. Discussion about safety and not being able to access items which present as a hazard (bottle caps and gloves). Agenda item for staff meeting planned 3/8/21- Supervision, Wellbeing of children/ rest needs, safety & hazard checks, cleanliness.		
Please upload any relevant documentation			
<table border="1"> <tr> <td>Email Correspondence - P01 -Forde .pdf</td> <td>Email Correspondence - P01 2.8.21</td> </tr> </table>		Email Correspondence - P01 -Forde .pdf	Email Correspondence - P01 2.8.21
Email Correspondence - P01 -Forde .pdf	Email Correspondence - P01 2.8.21		



Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	P0 P01
Phone Number	P03
Email Address	P03