



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 Wanniasa
Service Approval Number	SE-40004191
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	p01 [REDACTED] p01 P01 T: P03 [REDACTED] E: P03 [REDACTED]



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

On Thursday 28 March 2024 at 2:29pm a parent, P01 P01, called the centre and spoke with the Assistant Centre Manager, P01 P01. During the phone call the parent verbally provided feedback and raised concerns after her child, P01 P01 P01, returned home from the centre on 27 March 2024 with an injury. The parent notes during P01's evening routine of brushing her teeth she observed an injury to P01's tooth. P01 was taken to the Dentist on 27 March 2024 where her tooth was further assessed. The Dentist confirmed P01's tooth needed to be removed due to a suspected fracture. The Dentist noted the fracture may not appear to be the result of a fall or any direct impact, it could potentially be attributed to a force applied to P01's tooth. Additionally the parent noted P01 had sustained a cut on her lip. The parent expressed dissatisfaction with the centres incident management, supervision and communication. The concerns raised relate directly to the health and safety of the child.

As part of the immediate actions the Centre Manager commenced conversations with educators to obtain further information into the incident that occurred. It was identified P01 had sustained an injury (bleeding nose) during outdoor play, first aid was applied at the time and attempts were made to contact the parent (incident report attached). The Centre Manager has reinforced expectations with educators on ensuring incidents are documented and communicated to families to further support practice and understanding of the reporting requirements. On Tuesday 2 April 2024 the Centre Manager called and spoke with the parent to gain an update on P01's wellbeing and confirm the actions undertaken at the centre.

Please upload any relevant documentation

BeSafe P01 P01 .pdf	Incident Report
P01 - Enrl Form.pdf	Enrolment Form
Nursery Educator IOg - 27.03.2024.pdf	Educator Room Log
witness statements - P01's incident.pdf	Witness Statements

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: P01 P01