



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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 P01 Nominated Supervisor of Gungahlin Montessori Academy P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P03 P03 P01 P01 P01 P02 Female



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

Thursday 11th March 2021

On Tuesday 9th March 2021 NS P01 received a phone conversation from P01 P01 regarding an incident that had occurred on her daughters first day at Gungahlin Montessori Academy. She mentioned that her daughter P01 (aka P01) doesn't usually lie but wanted to bring it to me attention so I could follow up on it. P01 then mentioned that P01 said that an educator had tapped her on the bottom for being naughty. Mum said she knew she had been upset throughout the day however wanted me to check and alert the educators.

I then followed the phone conversation with a verbal conversation with room leader and educator in the room that day P01 P01. P01 was surprised however mentioned that P01 went with P01 throughout the day whilst she was conducted a service tour and that she was unsettled throughout the day - but was first day.

Whilst NS P01 was at home after 6pm checking her emails she read through an email she received from concerned parent P01 P01 regarding the incident saying she was scared to send P01 again and P01 kept saying good teacher and bad teacher. I asked P01 to send me a photo of the edcator if she had one for me to follow up.

P01 P01 sent through a photo of P01 P01 who currently works with Family Care Team for Montessori Academy. I reassured mum that P01 wasn't an educator but someone who came down to support me this week from Sydney but i would still follow my procedures.

I then emailed P01 e and P01 P01 AM regarding the concerned parent

Today 12th March 2021 NS P01 has submitted a child report to CYPS (Attached), had conversations with P01 P01 AM emails from my management team following up on the incident.

Whilst sitting typing the complaint mum P01 P01 came into the service to see P01 and apologise and explain her feelings. NS P01 also spoke to her stating we have procedures that we need to following following an incident or complaints. Mum explained that P01 is P05 so her miracle so she knows she is over protective. I reassured P01 that she is just being a parent, and that means ensuring that your child is loved, cared for and protected as I do myself with my own children. She thanked me and apologised.

From here all educators who worked on 9/3/2021 will complete Montessori Academy witness statements including NS

On Wednesday 24th March 2021 we have our first monthly staff meeting where child protection, health and safety will be discussed and documented.

Please upload any relevant documentation

Child Conern Report - P01 P01 P01 .pdf	CYPS Report
Email for P01 .pdf	Email from concerned parent
P01 e P01 .jpg	Photo of Educator involved



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03