



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	HARBOUR EARLY LEARNING MANAGEMENT PTY LTD
Provider Number	PR-40031090
Provider Approval Status	Approved

Service

Service Legal Entity Name	Harbour Early Learning Aranda Pty Ltd
Service Trading Name	Harbour Early Learning Aranda
Service Approval Number	SE-00016718
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 P0:P01
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	11/11/2024 Copy of email correspondence attached. Steps taken: > Nappy change checks conducted today on each Nursery staff member by our Director of Pedagogy and Practice against our centre nappy change procedure. Individual feedback offered and recorded (noted positive engagement and minimal guidance required). > Adding additional changes to P01's rhythm of the day with a change conducted every hour. This was maintained through a timer and recorded on her own nappy change record sheet, tailored to meet the hourly changes. > Created visual aid to enhance and scaffold our early childhood practitioner understanding of the nappy change procedure. This can then be used as a teaching tool and as part of induction for new team members, in addition to the written version, when they join the centre.
Please upload any relevant documentation	

P0 P01 complaint 12.11.24.docx

Complaint email and response

Submitted By: P0 P01



Harbour EL Nappy Changing Policy.pdf	Nappy Changing Policy and Procedure
Nappy Change Procedure Visual 12.11.24.pdf	Nappy Change Procedure Visual Guide

Child Details

Child's Name	P0/P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P0/P01
Phone Number	P03
Email Address	P03