



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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

Service

Service Legal Entity Name	G8 Education Limited
Service Trading Name	NurtureOne Holt Children's Centre
Service Approval Number	SE-40008661
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	Name: P01 P01 Number: P03 Email: 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	Details: Parent called centre distressed after drop off (24/10/24) Parent had dropped her daughter off and passed another classroom on her way out, parent saw a child hitting an educator. Parent allegedly witnessed educator at eye level with child grab child's arm and pull her to the ground. Actions: 1. Conduct investigation 2. Professional training -Behaviour Guidance 3. Reviewing morning family grouping 4. Educator support
Please upload any relevant documentation	

Supporting docs.pdf	Supporting documents
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Contact Details

Name	P01 P01 - Area Manager
Phone Number	P03 [REDACTED]
Email Address	P03 [REDACTED]