



213A
EDU

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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	Papilio Early Learning Bruce
Service Trading Name	Papilio Early Learning Bruce
Service Approval Number	SE-00009848
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	Complainants Name: P01 P01 Mobile: P03 Email: 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	Centre Support Officer were notified on 10 May 2024 of an alleged incident that occurred on 9th April 2024 in relation to inappropriate interactions between an educator and a child where the educator used restrictive practices to manage a child's behaviour. It is alleged that during a standard fortnightly music lesson the educator held the child's face while speaking very closely to them, he then 'threw/held the child over his shoulder and walked away'. Centre Manager spoke to the educator in question and completed a record of counselling, where the educator stated that he did not use force when he put his hands around his face also mentioned that he gently lifted the child, but he lifted him too high and child dropped himself on his shoulder which might have looked like that he threw the child. Matter has been referred to our People and Culture team to investigate and further details will be provided once available.
Please upload any relevant documentation	

P01 and **p01** statement.pdf

File Note



P01 statement.pdf	File Note
Record_of_Counselling_02-05-2024_688238.pdf	record of counselling

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03