



## 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	
Service Trading Name	Papilio Early Learning Yarralumla
Service Approval Number	SE-00009805
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 Email: P01 P01 Contact: P03
	Name: P01 P01 Email: P01 P01 Contact: P03
	Child: Name: P01 P01 P02
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	27 January 2022 Email was sent late on the 25 January, due to the public holiday 26 January the email was received and viewed by the centre on the 27 January.  The email complaint is attached, the Approved Providers People and Culture have taken statements from educators involved, see attached.



Please upload any relevant documentation

Papilio Yarralumla - Parent Complaint .pdf	Papilio Yarralumla - Parent Complaint
Yarralumla - Educator Statements - CM Plan - 27-01-22.docx	Educator Statements

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03