



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	Petit Early Learning Journey Pty Ltd
Provider Number	PR-40002236
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Petit Early Learning Journey Barton
Service Approval Number	SE-40003620
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 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	Date complaint received 3rd Dec 2021 7:48 pm The parent raised a concerns with the centre, around - the health and hygiene and cleanliness in particular Covid safe practices and communication of policies and incidents at the services. Steps taken/ actions planned in response to the complaint are to Operations Manager, P01 P01 to investigative concerns. - Centre to review cleaning services & health and hygiene protocols. - Review the current COVID 19 risk assessment plan and Covid safe plan. - Ensure communication is clear between the family and the service and ensure most effective communication in place for polices and incidents at service.
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01