



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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 E: P03 T: 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

On Wednesday 9 August 2023 at 7:07pm a parent, [P01] [P01], sent an email to the centre. In the email the parent provided feedback and raised concerns following an incident that had occurred at the centre where her child, [P01], sustained a head injury. The parent raised further concerns attributing to the communication of incidents and illnesses. The concerns relate directly to the safety and wellbeing of her child, [P01] [P01]. Please see attached email with further details.

On Thursday 10 August 2023 the NS contacted Mum to follow up on the concerns raised. It was communicated the NS would further investigate the concerns. The NS commenced conversations with team members to obtain further information into what had occurred and identify any gaps in process.

Immediate Corrective Actions:

- * Team members are revisiting the Incident, Injury and Trauma policy. Self-assessments to be completed for team awareness and ongoing development to support recurrence of incident.
- * The NS to conduct formal meetings and performance conversation with team members. Review of induction practices including casual team members to ensure understanding of Guardian's policies and procedures.
- * The NS to continue to guide and mentor team members on developing communication strategies between families

Please upload any relevant documentation

BeSafe.pdf	Incident Report
Educator log Senior Preschool 09th August 2023.pdf	Educator Room Log
[P01] [P01] enrolment forms.pdf	Enrolment Record
Original Message.pdf	Email Correspondence - [P01] [P01]

Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	[P01] [P01]
Phone Number	[P03]
Email Address	[P03]