



## 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 Wanniasa
Service Approval Number	SE-40004191
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	<b>P01</b> [REDACTED] <b>P01</b> [REDACTED] T: <b>P03</b> [REDACTED] E: <b>P03</b> [REDACTED]



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 2 August 2023 at 5:49PM a parent, **P01 P01**, sent an email to the centre. In the email the parent provided feedback and raised concerns pertaining to her child, **P01P01**. The parent expressed frustration and concerns after observing an increase in biting and scratching incidents.

The parent also requested follow up information pertaining to an occasion where **P01** was found drinking from a bottle that contained mould. The concerns relate directly to the the health and safety of her child. Please see attached email with further details.

**Immediate Corrective Actions:**

- \* The NS responded to the parent's email on 3 August 2023. The centre is collating all requested incident reports as requested and will be provided to **P01**.
- \* Meeting held with Nursery team members and reflected on the bottle cleaning procedure. Conversations with team members have commenced to identify any gaps in process. Self-assessments to be undertaken to support awareness and ongoing development.
- \* The centre is continuing to work closely with Guardian's ACT Curriculum Mentor who is providing additional coaching and mentoring to team members. The centre is working closely with the family of the child who is experiencing behavioural concerns. A support plan has been developed and communicated to team members.

Please upload any relevant documentation

Mail.pdf

Email Correspondence

## Child Details

Child's Name	<b>P01 P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Child Details

Child's Name	<b>P01 P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01 P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>