



**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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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	<b>P01P01</b> <b>P03</b>



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

Today at 11:35am I **P01 P01**, Nominated Supervisor of Gungahlin Montessori Academy was approached by my 2IC and Infant 2 room leader **P01** and one of her assistants in the room **P01**. They mentioned we needed to have a meeting in private as **P01** needed to inform me of something. When we got into the meeting room I told **P01** to take a second and let me know what has happened. **P01** mentioned that an educator **P01 P01** in Infant 2 room had been telling a child who was not settling to "Shut Up" numerous times, before throwing him onto the floor and putting his shirt over his head. **P01** mentioned that she sat and listened before getting frustrated and taking **P01** off **P01** and taking him to another educator in the bathroom whom he has an attachment with. I mentioned to **P01** the next steps i.e reporting to CYPS (Children's Youth Protection Services), witness statements as this is a child protection breach. I rang my AM **P01** whilst in the meeting and informed her before thanking **P01** and asking **P01** to go get **P01**, while I checked the camera number and informed our IT department in which I need the CCTV footage. I then had a meeting with **P01** and asked for her explanation of an incident involving **P01 P01** mentioned he was unsettled when she came back from her break and she attempted to settle him. I explained the report and that it had been brought to my attention and it was a child protection breach, I asked **P01** if she would like to complete a witness statement in which she did and went on to say that another educator sat next to her and saw everything. I mentioned all educators will be writing witness statements to be submitted. **P01** (mum) was rung and asked to come into the service for a meeting. When she arrived we went to the meeting room with **P01** and explained the incident, our steps taken and what happens moving forward. **P01** has since been stood down from her employment pending investigation. I will be submitting the educator witness statements, CCTV footage and the report made to CYPS.

Please upload any relevant documentation

## Child Details

Child's Name	<b>P01P01</b>
Child's Gender	Male
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>