



## 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            | MOVE EARLY LEARNING PTY LTD |
| Provider Number          | PR-40035088                 |
| Provider Approval Status | Approved                    |

#### Service

|                           |                             |
|---------------------------|-----------------------------|
| Service Legal Entity Name | MOVE EARLY LEARNING PTY LTD |
| Service Trading Name      | Move Early Learning Holt    |
| Service Approval Number   | SE-40030510                 |
| 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:<br>- Complainant name and contact details   | p01 p01  |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | There has been no official complaint received, we just want to document that p01 was collected by p01 (Dad ) from the Service at 5:09 on Friday the 30th May 2025, upon collection we were in family grouping having late snack on the mat outside the classroom. p01 was dressed in a onsie, as well as winter snow onsie with hoodie on, the weather was really nice this afternoon, so we were enjoying that before it gets to cold and wet. Upon pick up one educator was holding p01 who was happy and engaging with the educator after finishing his late snack. The educator handed over p01 to p01 who became aggressive very quickly, swearing and yelling at the two educators because the children were playing outside and accused the educators of hurting the children and not caring about their safety outside. I p01 have had a previous conversation with the family encouraging them to bring in warmer clothes as we will be engaging indoors and outdoors as part of our program. p01 was not happy with this screamed at my team and insisted he would be pulling his child out for neglect. His behaviors and code of conduct towards my team and around young children was in no way appropriate and no one should be spoken to with the language that was used. |

Submitted By: p01 p01



Please upload any relevant documentation

Documents to be submitted later.

## Child Details

Child's Name

P01

Child's Gender

Male

Child's Date of Birth

P02

## Contact Details

Name

P01 p01

Phone Number

P03

Email Address

P03