



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 Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	Guardian Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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	P01 Telephone: 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 11 September 2024 an educator, **P01**, approached the Nominated Supervisor and verbally provided feedback regarding educator, **P01 P01 P01** observed an increase in **P01**'s unprofessional behavior, including inappropriate comments made in front of children and families. Specifically, on Tuesday 10 September 2024, **P01** made a comment while changing a child (**P01 P01**) in the nursery bathroom, saying, "I need to wipe your bum really well or your parents are going to make a Google review." Additionally, during an outdoor activity, **P01** used inappropriate language in front of the children **P01 P01 P01** and **P01 P01**, criticizing their fine motor skills and saying, "You can't even wipe your bums... I have to wipe your bums for you." Another educator, **P01**, intervened and commented on the inappropriateness of **P01**'s language, to which **P01** responded defensively **P05**, referencing her long wait for citizenship as justification for her comments. The educator raising the concerns notes the interactions are not inline with Guardian's policies or procedures.

As part of the immediate corrective actions the Nominated Supervisor documented all information into a BeSafe complaint report (attached). The Nominated Supervisor commenced conversations and spoke directly to the educators raising the concerns. The Portfolio Manager, **P01**, has been engaged to provide further support. The centre has commenced an internal investigation and has engaged Guardian's People & Culture team for further support with performance conversations. The educator is scheduled to return to the centre on Monday and will be invited to attend a formal meeting. The investigation is ongoing and further information will be provided as soon as practicable.

Please upload any relevant documentation

Agenda Staff Meeting 08.08.24.docx	Staff Meeting Agenda 08-08-2024
P01 - file note .pdf	File Note - P01
P01 - file note.pdf	File Note - P01
P01 policy acceptance.pdf	Policy Checklist - P01 P01
SKM_C22724091214100.pdf	Educator Record - P01 P01
SKM_C22724091214140.pdf	Enrolment Form - P01 P01
SKM_C22724091214160.pdf	Enrolment Form - P01 P01
SKM_C22724091214190.pdf	Enrolment Form - P01 P01
BeSafe P01 P01 .pdf	Complaint Report

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03