



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	EDGE EARLY LEARNING ACT PTY LTD
Provider Number	PR-40029018
Provider Approval Status	Approved

Service

Service Legal Entity Name	Edge Early Learning ACT Pty Ltd
Service Trading Name	Edge Early Learning Charnwood
Service Approval Number	SE-40014603
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 P01 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	Service received an email from parent raising concerns of an educator hurting their child. Service had initially had a conversation with the parent prior to the email around the child disclosing that "aunty had hurt me". The parent has then left the service and put a formal complaint in raising allegations it was an educator who had hurt their son.
Please upload any relevant documentation	

Dear Edge Early Learning Centre.PDF	Email from family
AD record of conversation.pdf	Record of conversation from Assistant Director



Contact Details

Name	<u>P01</u> <u>P01</u> [REDACTED]
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]