



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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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	Parent: P01 Contact Number: 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

05/05/2023

Email received from Mother expressing supervision concerns. At pick up last Friday mum observed child climb along the fence then up onto the water tank (childs head height) in the Toddler yard. Educator was blowing the leaves and was up there by herself with a few children. Mum mentioned that child is constantly coming home with multiple changes in clothes because his wet himself which is not like him at all or mum to come to collect him of an afternoon and he is walking around wet because his wet himself. His not wearing his jumper in the cold, none of his stuff comes home. No one tells them about his day when we arrive to take him home, your lucky to get acknowledged at all. Drop offs have also gotten worse the last few weeks.

Action Taken:

1. Call made to mum by Acting Centre Manager discussing concerns and apologizing for experience they have had. Acting Centre manager expressed to mum that follow ups with the team and area manager will be taking place.
2. Acting Centre Manager forwarded email to area manager.
3. Team to be provided with supervision policy and review of the supervision plans.
4. Memo and discussion to be had with teams regarding supervision and what is acceptable and not.

Please upload any relevant documentation

C01 Supp docs 04.05.23.pdf

Supp docs

Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01	Acting Centre Manager
Phone Number	P03	
Email Address	P03	