



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	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
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	Complainant Name: P01 P01 Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child Name: P01 P01 Gender: Female P02



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

Complaint Received: 23/09/2020

Summary: The parent has indicated that for about 9 months her daughter has been getting hurt by a special needs child. The mother advised that it had stopped at one stage, as her child transferred up to the next room, the special needs child also moved up into the Preschool room. The mother expressed that the special needs child continuously hurts her daughter noting bites and scratches and feels that there is not enough support for the special needs child.

Steps/Actions Taken:

1. Steps have been put in place for this child since the end of July.
2. Complete Inclusion application on the portal.
3. Email and discuss the Policy 'Supporting children with Additional needs.'
4. Visual Routine in the room.

Please refer to attached documentation.

Please upload any relevant documentation

C01 Supporting Documentation 23.09.20.pdf Supporting Docs

Contact Details

Name	P01 P01 - Centre Manager
Phone Number	P03
Email Address	P03