



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	Alfoom Investments Pty Ltd
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	P01P01 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

Complaint Received: 22/09/2023.

P01P01 emailed about some concerns in her daughter **P01**'s behaviors.

First concern was that **P01** had soiled poo in the toilet but no one helped her wipe it off.

She mentioned about children in the toilet not being supervised. She also requested educators to apply nappy cream around lunch time and she informed it hasn't been done.

She also noted that **P01** has commented things like "not allowed to look at my vagina" or "can't show my boobies".

She mentioned that behaviors like kicking, throwing herself on the ground, not wanting me to leave in the mornings, swearing, throwing toys are not normal for **P01** and she has been doing lately.

(Please see email attached)

Action Taken:

1. The service are revising the room configuration and have started to do some behavior observation in the room to understand how they can support **P01** and the other children.
2. The service are requesting the team to re-read and sign the supervision policy and nappy change procedure.
3. The service have their preschool permanent team member coming back from leave Monday 25th of September.
4. The service have recruited another team member to work in preschool room.

Please upload any relevant documentation

Sup Docs.pdf

Supporting Docs

Child Details

Child's Name **P01 P01**

Child's Gender **Female**

Child's Date of Birth **P02**

Contact Details

Name **P01 P01** - Centre Manager

Phone Number **P03**

Email Address **P03**