



**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            | GUNGAHLIN MONTESSORI ACADEMY PTY LTD |
| Provider Number          | PR-40017814                          |
| Provider Approval Status | Approved                             |

#### Service

|                           |                              |
|---------------------------|------------------------------|
| Service Legal Entity Name |                              |
| Service Trading Name      | Gungahlin Montessori Academy |
| Service Approval Number   | SE-40020141                  |
| 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:<br>- Complainant name and contact details  | <div>P01 P01</div> <div>P03</div>                     |



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

Saturday 22nd January 2022

An email was received from **P01** **P01** on Saturday 22nd January regarding **P01**(child) return to Gungahlin Montessori Academy. We recently needed to close the service due to being exposed to COVID-19 within the service.

I don't agree as Nominated Supervisor that our efforts, communication with families, department has been nothing shy than important, virtual and consistent. Families were first informed as soon as we had a positive case and I had spoken to the department.

I have sent numerous emails, sms over the period of the 2 weeks to families and even responding in the evenings and on weekends to ensure everyone is kept up to date every step in which we take. Families have been informed of cases within the service and our precautionary steps to ensure children's, educators and all families health and safety.

As nominated supervisor I attempted to contact **P01** on the weekend (outside my work hours) to discuss her email in which she didn't answer in which I responded through email.

Previous to our COVID exposure within the service we had been communicating daily with **P01** regarding her son **P01** and his toilet training, our behavioural concerns in which they were dismissed very quickly on the parents behalf.

I have attached our correspondence over the weekend. There has been no further communication

Please upload any relevant documentation

Correspondance.pdf

Email

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

**P01**

Phone Number

**P03**

Email Address

**P03**