



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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Papilio Early Learning Barton
Service Approval Number	SE-00009847
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	Parents Name: P01 P01 Email: P03 P01 Mobile: 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	On 3 May 2024 Centre Support Office were notified of a parent complaint regarding nappy changes, alleging that on six different occasions the child had a soiled nappy upon pick up that had not been changed. The Centre Manager investigated further and found that the nappy change charts showed that the Childs nappy was changed according to policy. Child's last nappy change was just after they woke up from their sleep at 1.55pm. The parent then arrived at 3.40pm to collect the child as the children were transitioning outdoors. Actions taken by the Centre include: (refer to file note for full list) - New nappy chart displayed. - Nappy change procedure has been shared on StoryPark for staff to review - Staff to check and, if necessary, change children prior to rest time or sleeping and after waking The Centre Manager has addressed the parent's concerns via email, apologising and sharing the strategies that have been implemented
Please upload any relevant documentation	

comp.b.PNG

Complaint Email



FRM 4-F67 File Note Complaint **P01P01** File Note

Child Details

Child's Name	P01P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03