



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 Bruce
Service Approval Number	SE-00009848
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	P01 P01 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	13/08/2021 File notes from team members involved and Approved Providers Family Support team who also spoke with family. The family was upset with attending their child's final day of enrollment which was 13 August.
Please upload any relevant documentation	
Family Support Calls .docx	Family Support Call
FRM 4-F67 File Note - 13-8-21.docx	File Note - P01 P01
FRM 4-F67 File Note (1) P01 P01 .docx	File Note - P01 P01

Submitted By: **P01 P01**



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03