



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	Team Gump Pty Ltd as Trustee for Team Gump Trust
Provider Number	PR-40007989
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Sage Education and Childcare Belconnen
Service Approval Number	SE-40016571
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	P01 P01 [REDACTED] P03 [REDACTED] P03 [REDACTED]
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 [REDACTED] - Male P02 [REDACTED] In relation to behaviours from child enrolled in Creators room at sage Belconnen P01 P01 [REDACTED] P02 [REDACTED]



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

Received via email attached on Saturday 17th April, responded by Provider on Sunday 18th April and as yet we are still awaiting confirmation of follow up meeting,

Find attached email correspondence including complaint, centre information for **P01** **P01** including child centre profile, sage funded additional support for **P01** and a strategy support plan to enable educators to best support all children in this space

Once the follow up meeting is held this week we will provide a summary of notes from both the meeting with **P01**'s parents and **P01** parents (**P01** parent meeting was booked and is occurring on Thursday 22nd April at 5pm)

Please upload any relevant documentation

P01 P01 _CCP (1).docx	P01 P01 CCP
Creators Support Document.docx	Creators support document
P01 email .pdf	P01 email trail

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03