



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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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	Parent: P01 Contact Number: 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

4/05/2023

Email complaint came through from a parent who's child attends the toddler room and Mum was notified in the afternoon of an incident of a child biting child on the hand. Mum was provided with no information about what happened or where the staff were during the incident nor the steps in place to stop this from happening. Mum states "I should be told all of this before signing the report. I have brought this up before and still not given the required information for my family to understand why this continues to happen.

The bite on child's hand was so deep that the mark is still there today." She further states in the email, "We have tried to work to address these issues, but unfortunately, they have not been resolved to our satisfaction. We can no longer trust your Centre to provide the necessary care and attention child needs. Therefore, we have no choice but to remove child from your Centre immediately."

Parent email attached

Action taken:

1. Phone call attempt made by Acting Centre Manager
2. Email forwarded to Area Manager, who will follow up with a phone call today 5.5.23.
3. Response to email stating concerns have been passed on and looked into.
4. CM will engage in discussions with the team about parent communication and incident management.
5. Incident reporting policy and procedures to be reviewed and signed by team.
6. Team memo to be passed on about step by step injury reporting methods. Calls required to be made to families to notify.

Please upload any relevant documentation

C01 Supp docs 04.05.23.pdf

Supp docs

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01 - Acting Centre Manager
Phone Number	P03
Email Address	P03

Submitted By: P01 P01