



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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

Service

Service Legal Entity Name	Goodstart Early Learning ANU
Service Trading Name	Goodstart Early Learning ANU
Service Approval Number	SE-40009242
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 (Trainee Educator) - Centre Ph: 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	<p>Trainee educator P01 P01 has alleged that she observed enrolled child P01 P01 (age 2y 8m) attempt to join an activity when educator P01 would not allow P01 to participate. It is further alleged that P01 appeared angry/frustrated and walked P01 outside whilst holding her hand with force. It is alleged that when P01 and P01 reached the door to outside, P01 pushed P01 by the back of her shoulders to go outside. It is alleged that P01 was visibly upset and cried and approached an educator and said "P01 push me".</p> <p>The Centre Director has been made aware of the alleged incident and an assessment will be completed to determine the next required actions. P01'S parent has been notified of the alleged incident. P01 will be placed on non-child facing duties during the investigation process.</p>
Please upload any relevant documentation	Documents to be submitted later.



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03