



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	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	P01 - P03 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

Complaint Received: 09/05/2023

The child's Dad, **P01**, expressed some concerns regarding inadequate supervision now that the service is losing team. He had a supervision concern that occurred yesterday in the preschool room. When arriving home and bathing **P01**, he noticed that a large chunk of hair had been cut from the left side of her head. He questioned the supervision in that room and why this had happened. Mum later emailed the service, "Following **P01**'s conversation with yourself this morning, we are deeply concerned and upset that **P01** hair was cut by another child yesterday. We are finding it hard to understand how this happened and why children have access to scissors while being unsupervised. As also mentioned by **P01**, **P01** hair was put up into a pony tail when she was picked yesterday afternoon and we feel that it would have been pretty hard for the educator not to realise her hair was cut. Please see photos below. At present we are very concerned with the number of incidents our children have been involved in; the 3 incidents from yesterday - **P01** hands with the blue paint, the excessive amount of time between nappy changes for **P01** yesterday and **P01**'s hair being cut, as well as the incident a few weeks ago with **P01** falling and hitting her head very hard without any supervision at the time." Please see attached email communication from the parent to the service.

Action Taken:

1. Centre Manager engaged in conversation with **P01** about the supervision practices in the room and strategies that will be implemented regarding indoor/outdoor play.
2. Centre Manager acknowledged concerns and asked to send through an email containing an overview and photos to follow up with the team.
3. Team to be provided with supervision practices and review supervision plan within the room and outdoor space. Discussions to be had around supervision and engagement with the team.
4. Scissor in the preschool room only to be provided to children when supervised by team member.
5. Centre Manager to support the room when required and guide educators practice. Work closely with Educational Leader to support this space.

Please upload any relevant documentation

Sup Docs.pdf

Supporting Docs

Child Details

Child's Name **P01**

Child's Gender Female

Child's Date of Birth **P02**

Contact Details

Name **P01** **P01** - Assistant Centre Manager

Phone Number **P03**

Email Address **P03**

Submitted By: **P01** **P01**