



## 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            | G8 Education Limited |
| Provider Number          | PR-00000898          |
| Provider Approval Status | Approved             |

#### Service

|                           |                              |
|---------------------------|------------------------------|
| Service Legal Entity Name |                              |
| Service Trading Name      | Conder Early Learning Centre |
| Service Approval Number   | SE-00009767                  |
| 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:<br>- Complainant name and contact details                                                                                                                                                                                                                         | <a href="#">P01</a>   <a href="#">P01</a><br><a href="#">P03</a>                                                                                                                                                                                                                                                                                 |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | Date complaint received: 03/12/2021<br>Written summary: the child's mother send in an email complaint as she is concerned of the number of incidents occurring with her child at the service and is concerned about his welfare whilst in care.<br>Steps Taken:<br>1. Centre Manager to investigate complaint<br>2. Review of supervision policy |
| Please upload any relevant documentation                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                  |
| Written Complaint.pdf                                                                                                                                                                                                                                                                                      | Supporting Docs                                                                                                                                                                                                                                                                                                                                  |



## Child Details

|                       |         |
|-----------------------|---------|
| Child's Name          | P01 P01 |
| Child's Gender        | Male    |
| Child's Date of Birth | P02     |

## Contact Details

|               |                          |
|---------------|--------------------------|
| Name          | p01 p01 - Centre Manager |
| Phone Number  | P03                      |
| Email Address | P03                      |