



## 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	Complaints alleging that the Law has been contravened	
Please supply the following information: - Complainant name and contact details	<a href="#">P01</a>	<a href="#">P01</a> - <a href="#">P03</a>
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: 7/6/23	The parent emailed the service on nappy changing and water bottle. 1) The parent picked up their child and noticed that they haven't been changed all day 2) The parent found their child's water bottle in the bag and it was still full
Please upload any relevant documentation	Action Taken: 1) CM called the parent 2) CM will have discussion with educators 3) Nappy poster printed for preschool room 4) Nappy chart for children 5) Witness Statements	
	Preschool Nappy health_report 6.6.23.csv	Supporting Doc
	WOL Gold Creek.pdf	Supporting Doc

Submitted By: [P01](#) [P01](#)



## Child Details

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

## Contact Details

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