



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

Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Isaacs
Service Approval Number	SE-00009783
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 - 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

On 12/05/2022 The Goodstart Centre Support Office was notified of a complaint. The complainant **P01 P01** called Family Services Team to discuss the below:

P01 called very upset at the practices at the Centre. **P01** has complained to CD multiple times but said nothing changes. **P01** is looking to remove her child and is aware of other families having the same thoughts. **P01** said that her child has been bitten 16 times by another child but no management has been implemented. **P01** said her "daughter now has nightmares and doesn't settle in the mornings". **P01** said she asks for daily updates on food eaten, programming etc and the response is always "oh I don't know". **P01** said the staff turnover is daily and no one knows what is going on. **P01** said the ratios are always over and there is no ECT only cert holders at the Centre. **P01** requested a call ASAP as she feels the CD is not listening to parents, or worse doesn't care.

The Area Manager, **P01 P01** (e: **P03**) has been made aware of the above and will investigate the matter, as well as advice on the next appropriate steps.

Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03