



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	Guardian Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	Guardian Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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	P01P01 P03 T: P03 E: 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 Thursday 15 February 2024 a parent, **P01P01**, sent an email to the centre. In the email the parent provided feedback and raised concerns attributing to the safety and wellbeing of her child. The parent notes her child would be unable to attend the service today due to lack of staffing and ratios not supported after attempting to drop off **P01** this morning. The concerns raised relate directly to the health and safety of the child, please see attached email with further details.

Immediate Actions:

The Centre Manager called and followed up with the parent upon receipt of the email. The Centre Manager discussed sufficient staffing was in place at the time of the parent's arrival at the centre with additional educators in the Nursery and Preschool spaces. Additionally the parent highlighted concerns with the team that are leaving/left the service. The parent notes she doesn't like to leave her child upset with an educator her child is not familiar with. The Centre Manager discussed the centre's current rostering system. The parent appeared satisfied with this system however the parent has since chosen to cease enrolment at the centre with the child's last day of attendance today, 15 February 2024. The Centre Manager is continuing to review rostering to support consistency of rostering and staffing requirements. Additionally the Centre Manager has reinforced expectations with team members on communication between rooms and staffing to ensure the health and safety of children is supported.

Please upload any relevant documentation

P01 Complaint.jpg	Email Complaint
N1 supervision.pdf	N1 Supervision Log
N2 supervision.pdf	N2 Supervision Log
N3 ed.pdf	Nursery 3 Educator Log
N3 supervision.pdf	N3 Supervision Log
N4 ed.pdf	Nursery 4 Educator Log
N4 supervision.pdf	N4 Supervision Log
P1 Ed.pdf	Preschool 1 Educator Log
P1 Supervision.pdf	Preschool 1 Supervision Log
P2 Ed.pdf	Preschool 2 Educator Log
P2 Supervision.pdf	Preschool 2 Supervision Log
report.pdf	Attendance Records
RosterReportByEmployee.pdf	Roster
T1 Supervision.pdf	Toddler 1 Supervision Log
T2 Supervision.pdf	Toddler 2 Supervision Log
Todds ed log.pdf	Toddlers Room Log
Written response.jpg	Response to Parent Email



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