

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 Kambah
Service Approval Number	SE-00009784
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 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 November 29 2022 Goodstart Centre Support received a parent complaint. The parent said that she feels that the Centre Director is targeting her family. The parent shared that when her sister called up to check on the child (as the child was upset that morning), that the Centre Director "told her off". The parent notes that her sister is on the emergency contact list for the enrolled child. The parent supplies her child's food and the Centre Director has told the parent that she cannot send food for her child. The parent shared that her older son runs down to get their enrolled child whilst she signs the child out. The parent alleges that she heard the Centre Director tell her enrolled child to wait for his Mum to come down to the room before leaving the room. These three incidents teamed together has caused the parent to not feel safe leaving her child at Kambah and feels that the Centre Director is targeting her family because the Mum wears a Hijab. The parent is concerned that the Centre Director is racist. The Centre Director will reach out to the parent to unpack her concerns.
Please upload any relevant documentation	



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Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03