



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	P01 P01 P01 T: P03 E: P01



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 Tuesday 19 March 2024 at 7:31pm a parent, **P01 P01**, sent an email to the centre requesting a call back. In the email the parent provided feedback and raised concerns attributing to the health and safety of her child, **P01 P01**. The parent highlights during **P01**'s bath time routine a bite mark was observed on her left forearm. Additionally the parent notes an increase in biting incidents with this being the third biting incident. The concerns raised relate directly to the health and safety of the child. Please see email attached with further details.

As part of the immediate actions the Centre Manager undertook a pulse check with educators to obtain further information into what had occurred. The Centre Manager reinforced the expectations with educators on ensuring adequate supervision is applied and children supported. A team meeting was undertaken with Toddler 1 and 2 educators. The Centre Manager reinforced expectations on incident management and communication. Educators are continuing to assess strategies and interactions between children to determine behavior guidance and identify changes that may be required as part of the immediate actions. A follow up phone call was made to the parent at 12:40pm. The Centre Manager discussed with the parent the incidents and the strategies put in place. The parent appeared satisfied with the communication and follow up.

Please upload any relevant documentation

Microsoft Outlook - Memo Style.pdf

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**