



## 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 |  |
| 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 | Complaints alleging that the Law has been contravened |
| Please supply the following information:<br>- Complainant name and contact details  | P01 and P01 P01<br>E: P03<br>T: 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 Monday 26 June 2023 at 8:49PM a parent, **P01 P01**, sent an email to the centre. In the email the parent provided feedback and concerns attributing to an incident that occurred at the centre on Tuesday 21 June 2023 where her child, **P01 P01**, became unwell and communication around the Illness policy. In the email the parent also provided feedback pertaining to Ratios, Communication, Illness Management and the Assistant Centre Manager. Please see attached email with further details.

The NS, **P01 P01**, attempted to contact the parent on Monday 26 June 2023 to discuss in further detail. The family has chosen to cease **P01**'s enrolment with **P01**'s last day of attendance Friday 23 June 2023.

**Immediate Actions Undertaken:**

\* The NS has engaged Guardian's ACT Support, **P01 P01**, for support in performance management. Team member **P01 P01** has been invited to attend a formal meeting scheduled for Tuesday 27 June 2023.

\* The NS is continuing to follow up with the concerns as outlined, experience, training and induction practices to be reviewed to support arrangements of staff. Team members to complete self-assessments to support team awareness and ongoing development. Team members to review exclusion periods and response to children becoming unwell or symptomatic whilst in attendance.

\* The NS is reviewing all rosters and staffing arrangements to ensure morning and afternoons are supported whilst ensuring the health and safety of children.

Please upload any relevant documentation

email complaint 26.6.2023.pdf

Email Correspondence - **P01** and **P01 P01**

## Child Details

|                       |                |
|-----------------------|----------------|
| Child's Name          | <b>P01 P01</b> |
| Child's Gender        | Male           |
| Child's Date of Birth | <b>P02</b>     |

## Contact Details

|               |                |
|---------------|----------------|
| Name          | <b>P01 P01</b> |
| Phone Number  | <b>P03</b>     |
| Email Address | <b>P03</b>     |