



## 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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a>



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

Complaint received - 12/07/23

Details:

The parent has emailed the service and raised concerns around the following:

- 1) Treatment of staff prior to announcement of the centre closing
- 2) Tissues not available in the Preschool room and failure to provide basic duty of care
- 3) Deterioration of the centre
- 4) Children witnessing the mistreatment of staff and being uncomfortable and distressed. (email attached)

Actions Taken:

- 1) Area Manager is maintaining communication with families and team through the centre closure process
- 2) Family is ending care at the service on 13/07/23

Additional Information:

- 1) A morning tea was planned at the centre the morning of 12/07/23 for P01 (previous CM) and other team who were finishing up at the centre.
- 2) Centre Managers from local G8 centre's attended and did not work in ratio except 1 CM who covered a team member while she attended the office to speak with the Area Manager. The Regional Manager was not in attendance.
- 3) P01 P01 (previous CM) finished up with G8 Education on 12/07/23.
- 4) At the time one of the CM's went to cover team member P01 in preschool while she went to the office, P01 (staff) was speaking to P01 (CM) and P01 (complainant).
- 5) Parent is unhappy that the service is closing and is close with previous CM
- 6) The service had a number of tissue boxes available in storage.

Please upload any relevant documentation

WOL Gold Creek.pdf

supporting doc

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name P01 P01 - Area Manager

Phone Number P03

Email Address P03

Submitted By: P01 P01