



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 ANU
Service Approval Number	SE-40009242
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	Name: P01 P01 Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Name: P01 P01 Gender: Female P02



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 27 November 2020, Goodstart Centre Support received a parent complaint from **P01P01** (see below). The Area Manager (**P01 P01**, **P03**) has been made aware and will determine the next steps.

Centre: Goodstart ANU
Date of Query: 27/11/2020
Query Received: Phoned FST
Query Reference Nr: 69831
Customer's Name: **P01P01**
Child's Name: **P01**
Customer Contact Details: **P03**

Query Details: ***** PL please call ASAP ***** Parent called on 27/11/2020 and is extremely upset that the child **P01** has come home with injuries inflicted by 2 boys at the centre. Parent said the behaviour of the 2 boys **P01** and **P01** has escalated over the last 3 weeks and everyday there is a incident form to sign. The child has been subjected to biting ,scratching on back of the neck, choked around the neck with hands, punched in the face and today was scratched across the face and punched in the stomach. The parent has had enough, would like something done about this urgently, this not only happens to their child but other little girls in the room. Advises that the centre waive it off, all love and happiness and are not taking this issue seriously enough. Parent wanted to advised that the child is quiet, well behaved and follows instructions, child is now at home crying.

Please upload any relevant documentation

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03