



213A
EDU

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 P03 T: P03 E: 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 Sunday 24 March 2024 at 9:29pm parents, **P01** and **P01** sent an email to the centre. In the email the parents provided feedback and raised concerns attributing to the health and safety of their child, **P01**. In the email the family highlights an incident that occurred on Friday 22 March where **P01** sustained an injury (bite mark) to her knee by a child who requires additional support at the centre (non-verbal). An incident report was provided and the family notified at the time of the incident (attached). The parent notes further medical advice was sought over-the-phone from a GP. Additionally the parent notes an increase in biting incidents, supervision and ratios. The concerns raised relate directly to the health and safety of the child. Please see attached email with further details.

Immediate Actions:

As part of the immediate actions the Centre Manager completed a BeSafe Complaint report and notified Portfolio Manager, **P01**, of the concerns raised by the parent. The Centre Manager immediately commenced conversations with educators to obtain further information into what had occurred. The Centre Manager contacted the family and has scheduled a meeting to take place at 4:30pm on Monday 25 March 2024. 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.

Please upload any relevant documentation

BeSafe.pdf	Incident Report
Email.pdf	Parent Email
P01 family.JPG	Meeting Invite - 25-03-2024
Photo of Bite - P01 pdf	Photo of Injury - Bite Mark

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03