



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: - Complainant name and contact details	P01 P01 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 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

12 - 5 **P01** was involved in an altercation with another child and the parent (**P01**) was called to advise her that daughter **P01**, had obtained a scratch to the face from another child. **P01** attended the centre in the afternoon to collect **P01** and asked to speak to the centre manager (**P01 P01**) regarding the incident and advised at the time that she would be putting in a formal complaint.

13-5 **P01** has send through a formal complaint regarding a serious of incidents involving her child **P01** so to get some traction and to ensure strategies are in place to avoid these types of incidents occurring in the future.

First aid treatment was provided at the time. **P01** was called and advised of the incident

An informal meeting between, **P01** and CM **P01** occured with some initial strategies being discussed with the idea that **P01** would start a slow transition to move up to the older Toddler room. Further review of the children's interactions will also be reviewed. It is important that we explore how the children's interactions can be managed when they do make contact. This will focus on empowering the children to have ownership over social situations.

Please upload any relevant documentation

Be Safe Complaint record - P01 P01 .pdf	Incident Record
Be Safe Incident report - P01 P01 .pdf	Incident Record 2
Complaint Forrest 13 May 2021.docx	Complaint

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03