



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	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	Customer's Name: P01 P01 Customer Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child: 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

Please see the attached and below. The Area Manager, P01 (e: P03) has been made aware of the complaint and will advise on the next steps to be taken. Query Details: ***** PL FYI ***Please see complaint #69831 Parent called on 10/2/2021 and wants the CD and the PL to know how frustrated he is with his daughters being hurt by the child P01 at the centre. Since the last complaint in November 2020 there have at least another 12 instances where the children have been hurt by this child. Parent notified staff that he was going to speak to the other parent and was advised to speak out the front of the centre. Another parent was walking past and logged a complaint and the parent has been banned from the centre for 2 weeks. Parent understands what he did is wrong, however he is frustrated that Goodstart are not speaking to the boys parents about his behaviour or excluding him, just wanted to protect his children from injury from this other child. Daughter had swimming lessons and can't even put goggles on with the scratch on the face over the eye from the other child. Parent regrets his actions has been kicked out of home by his wife (an educator) and staying in his work shed.

Please upload any relevant documentation

Complaint - ANU.docx

Complaint

Contact Details

Name P01 P01

Phone Number P03

Email Address P03