



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	GoodStart Early Learning Limited
Service Trading Name	Goodstart Early Learning Kambah
Service Approval Number	SE-00009784
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 [redacted] P01 [redacted], Ph. P03 [redacted]
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	<p>On the 17/05/2024 Goodstart Centre Support Office was notified of the following parent complaint.</p> <p>The parent, P01 [redacted] P01 [redacted], is concerned for her child's safety and about communication. The parent was contacted on the 17/05/2024 by the centre to collect her child, due to them being unwell. Upon arrival, none of the educators that were present in the room were aware that her child was unwell and could not provide any information regarding the illness. The parent is also concerned as during pick up she alleged the educators wouldn't know who she was and "she could have been anyone".</p> <p>The Centre Director has been made aware of the incident and will reach out to the parent to address her concerns.</p>
Please upload any relevant documentation	Documents to be submitted later.



Contact Details

Name	p01 P01
Phone Number	P03
Email Address	P03