



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	
Service Trading Name	Guardian Childcare & Education Allara Street
Service Approval Number	SE-00013897
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 Email: P03 Mobile: 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 Thursday 10 March 2022, concerns were raised by employee (P01 P01) at Guardian Childcare and Education Allara Street pertaining to; practices regarding management of incidents and the management of care routines. The General Manager, P01 P01, with the support of Portfolio Manager, P01 P01, have commenced an investigation on Friday 11 March 2022 into the concerns raised with a fact-finding process underway. Immediate Actions Taken: * Concerns have been addressed with the centre leadership team * The nominated supervisor to conduct an audit of the centre's nappy change chart * Team members to be provided with additional coaching to ensure their understanding of centres policies and procedures
Please upload any relevant documentation	



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

[P01](#) [P01](#)

Phone Number

[P03](#)

Email Address

[P03](#)