



## 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 Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Bruce
Service Approval Number	SE-40004913
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	<b>P01</b> [redacted] T: <b>P03</b> [redacted] E: <b>P03</b> [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	On Thursday 8 September 2022 at 8:45pm a parent, <b>P01</b> [redacted], sent an email to the centre. The parent has expressed concerns pertaining to the safety and wellbeing of her children whilst being cared for following an increase of biting incidents between <b>P01</b> [redacted] and another child. A direct email was sent to Guardian's ACT General Manager and Portfolio Manager, <b>P01 P01</b> [redacted], at 9:15pm on Thursday 18 September 2022 following <b>P01</b> [redacted]'s initial email, please see attached email correspondence.  The nominated supervisor with support of Portfolio Manager, <b>P01 P01</b> [redacted], is following up the concerns raised with the parent. As an immediate response the centre to review the current strategies and plans in place to support behaviours and biting.
Please upload any relevant documentation	
<b>P01</b> [redacted].pdf	Email Correspondence
	Email Correspondence



### Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

### Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

### Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>