



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	Guardian Early Learning Centre- Forrest
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	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 T: P03 E: 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 21 March 2024 feedback was received through a Google review. The feedback pertains to Guardian Childcare and Education Forrest. The feedback provided raised concerns pertaining to the supervision, staffing arrangements, non-serious incidents and nappy changes. The concerns raised relate directly to the health and safety of the child. Please see attached Google review with further details. As part of the immediate actions the Centre Manager completed a BeSafe Complaint report and notified Portfolio Manager, P01 . An initial review of information confirms the family recently ceased enrolment at the centre on 16 February 2024. The Portfolio Manager has been engaged to provide further support.
Please upload any relevant documentation	

P01.png Parent Feedback - Google Review



Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	