



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	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 and P01P01 P03 Email: 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 27 June 2024 the centre received an email from **P01** and **P01P01**. In the email the family provided feedback and raised concerns pertaining to their child, **P0P01**. The concerns raised include loss of personal belongings when attending the centre. The parent notes an incident where they had arrived at the centre and located two of **P0s** jumpers wet outside. The parent highlighted the incident is the fourth incident to occur in 2 weeks. Additionally the parents provided feedback pertaining to staffing and communication, in particular there are no educators around to communicate **P0s** day. The parent also provided feedback pertaining to **P0s** toilet training noting she was progressing in the Toddlers room and has not been consistently toilet training since transitioning to the Pre-school room. The family has previously raised these concerns but is encountering the same issues once more. They are seeking further clarity to understand the reasons for the decline and an action plan for effective management. The concerns raised relate directly to the health and safety of the child. Further information can be found in the attached email.

As part of the immediate actions, a BeSafe complaint report was completed (attached). The Centre Manager spoke with **P01** during pick-up on Friday 28 June 2024. Due to **P01** being in a rush, a follow-up phone call was made to better understand her concerns. It was communicated the centre would further investigate the concerns raised. On Monday 1 July 2024 the Centre Manager contacted **P01** and provided her with an update. The Centre Manager informed **P01** about the actions taken, including updates via the centre's newsletter, introducing educators, and changes to family grouping practices to support consistency during drop-offs and pick-ups. The Centre Manager commented she had spoken with educators regarding **P0s** tooth. An incident report was created and a copy to be provided to the parent. During the conversation **P01** mentioned that **P0s** is very fast and energetic, often not noticing when she gets hurt, and that it wouldn't be unusual for her to have a bump without showing signs. The Centre Manager reassured her that discussions with educators are ongoing to review communication, supervision, and incident management. **P01** expressed satisfaction with the organized and orderly environment during drop-off and pick-up.

Additionally the Centre Manager discussed with educators regarding supervision, incident management and communication with families were reinforced with educators. Educators are continuing to review the procedure for displaying and recording nappy changes and how toileted children are communicated to all educators. The Centre Manager is continuing to guide preschool educators on facilitating rest time for all children through various experiences.

Please upload any relevant documentation

P0P01 - Enrolment Form.pdf	Enrolment Form
BeSafe Incident Report.pdf	Incident Report
P0P01 28.06.24.pdf	Parent Email

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03

Submitted By: Guardian Early Learning Group