

**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 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 Gungahlin
Service Approval Number	SE-40005341
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 Contact number: 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 Tuesday 27 May 2025 the centre received feedback via the internal survey portal, Insight. The feedback submitted by parent P01 P01, raised concerns relating to health and safety at the service. Specifically the concerns included issues with incident management, educator-to-child ratios, equipment and furniture, breast milk handling processes and communication. Further details can be found in the attached survey feedback. Immediate Actions Taken: The Nominated Supervisor completed a BeSafe complaint report with all relevant information and initiated a formal investigation into the matters raised. Initial follow-up communication was sent to the parent and a meeting was scheduled for Wednesday 28 May 2025. Subsequent communication following the meeting was also sent to the parent (attached). The centre is continuing to maintain open communication with the family to ensure all concerns are addressed appropriately.
Please upload any relevant documentation	



Survey P01 P01 .pdf	Insight Survey Feedback
Meeting arrangement's email.pdf	Email Correspondence
Email Follow Up.pdf	Follow Up Email - Meeting
BeSafe P01 P01 .pdf	Complaint Report

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03