



## 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	Affinity Education Group Limited
Provider Number	PR-40001112
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Affinity Education Group Limited
Service Trading Name	Kids Academy Rivett
Service Approval Number	SE-40012143
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> <b>P03</b>
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	<p>The Approved Provider was notified on the 6 March 2024, that an educator has raised several concerns around the centre practices.</p> <p>The educator alleges that babies were being put in highchairs upset and left. Babies were being picked up from behind without warning or communicating to get a nappy change.</p> <p>Children were placed in highchairs for activities then the educators were holding the child's hand doing the artwork for them. When the activity was completed, the children were moved away with no opportunity to return if desired. It was alleged an unsettled child was crying for a long period of time and held down to go to sleep being patted forcefully.</p> <p>All concerns are currently being addressed at Operations Level with the support of our People and Culture advisor. Investigation is pending further information will be uploaded once available.</p>
Please upload any relevant documentation	



File Note - Junior Nursery Room Meeting.docx	Room Meeting
File Note - P01 discussion with P01.docx	Management Discussion
File Note - P01's discussion with P01.docx	Management Discussion
File Note - P01.docx	Educator Concerns
File Note - P01's discussion with P01.pdf	Management Discussion
File Note - P01 discussion with P01.pdf	Management Discussion

## Child Details

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

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03