



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	St Philip's Kindergarten Association Incorporated
Provider Number	PR-00005868
Provider Approval Status	Approved

Service

Service Legal Entity Name	St Philip's Kindergarten Association Incorporated
Service Trading Name	St Philip's Kindergarten Association Incorporated
Service Approval Number	SE-00009839
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	P01P01 M: 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	Initial discussion with parent 03/07/23 Copy of initial notes from discussion with parent 03/07/23 attached Copy of initial discussion with staff member involved 04/07/23 attached List of all relevant documents attached following initial phone call
Please upload any relevant documentation	

Concern raised by and follow up.pdf	P01P01	03.07.23	Initial phone conversation 03/07/23
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Follow up with P01 re P01P01 concern 14.08.23.pdf	Follow up with P01 16/08/23
Meeting with P01 and P01 14.08.23.docx	Meeting with P01, P01, P01 and P01 14/08/23
QA 2 ACT Child Protection Policy 03.8.22.docx	Child Protection Policy
QA 2 Child Safety and Wellbeing Statement of Commitment.docx	Child Safety and Wellbeing statement of commitment
QA7 Code of Conduct Policy.docx	Code of conduct policy
QA7 Dealing with Complaints Policy 13.04.23.docx	Complaints policy
P01P01 email correspondence.docx	Email correspondence
Staff meeting minutes 27.07.23 V2.docx	Staff meeting minutes 27/07/23

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01P01

Phone Number

P03

Email Address

P03