



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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Unknown



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

Date complaint received: 30/07/2020 via phone call

Summary:

A parent has raised a complaint in regard to the hygiene and disciplinary practices at the service. The parent is concerned that the children's drink bottles are at a child's height and that there were balloons in the room that could have been put in children's mouths.

The parent also advised she witnessed an educator comforting a child, when another child approached him. It has been alleged the educator pushed the child to the ground causing the child to fall over.

Actions taken/planned:

1. Risk Assessment to be conducted
2. Formal investigation underway

Please upload any relevant documentation

Parent Grievance Record.pdf

Supporting documentation

Contact Details

Name	P01 P01 - Area Manager
Phone Number	P03
Email Address	P03