



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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Parent: P01 P01 Contact Number: 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

07/07/2022

Parent emailed through concerns regarding nappy changes and team communication, not receiving bottles before bed as requested by family, illnesses, and child's comforters being used throughout the day rather than at sleep times only as requested by family.

Email is attached.

Action Taken:

1. ACM to contact P01 to discuss concerns and provide an update of how we are responding to her complaint.
2. ACM to conduct coaching conversations with all team (including casuals and agency team) who have been working within the room since 4/7/2022.
3. ACM to provide team with nappy change procedure and positive interactions policy for review. Additionally, team will be required to complete Relationships with Parents Learning Lounge course to refresh and upskill knowledge.
4. CM/ACM to contact P01 next week to confirm outcome and further address the concerns.

Please upload any relevant documentation

C01 Supp docs 07.07.22.pdf

Supp docs

Child Details

Child's Name

P01 P01

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Name

P01 P01 - Assistant Centre Manager

Phone Number

P03

Email Address

P03