



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 Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Allara Street
Service Approval Number	SE-00013897
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	<p>P01 P01</p> <p>P03</p> <p>T: P03</p> <p>E: P03</p>



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 Wednesday 14 September 2022 at 6:16 PM a parent, **P01**, sent an email to the centre. The parent expressed concern to the safety and wellbeing of her child being cared for at the centre following an incident that occurred during afternoon pick up. As the parent entered the outdoor environment to collect her child, **P01**, the parent observed a peer, **P01 P01** urinating over **P01**'s neck, shoulder, back and torso. The nominated supervisor, **P01**, and Assistant Centre Manager, **P01 P01**, were informed of the incident at 4:20pm. **P01** spoke with **P01** and offered support in cleaning **P01** up. **P01** discussed with **P01** the challenging behaviours in the Preschool room and the strategies the centre is working on to support these. Please see attached email correspondence.

The nominated supervisor spoke with **P01** parents upon arrival at the centre on Wednesday 14 September to discuss the incident and the escalation in **P01** behaviour. A follow up meeting has been scheduled for next week and the centre to engage Inclusion Support. **P01** has recently been prescribed medication to support the presentation of impulsivity and hyperactivity. On Thursday 15 September 2022, the nominated supervisor, **P01 P01**, called **P01** to discuss the concerns raised in the email received. Unable to contact **P01**, a voicemail message has been left. As an immediate response, the centre has begun to assess strategies and interactions to determine behaviour guidance strategies to implement and support **P01**. The centre has engaged Guardian's ACT Curriculum Mentor, **P01**, to support the team with learning spaces and providing an engaging curriculum.

Please upload any relevant documentation

Email response.pdf	Email Response
P01 P01 Email Correspondence .pdf	Email Correspondence

Child Details

Child's Name	P01 P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Child Details

Child's Name	P01 P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
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ACT
Government
Education

Notification Number: **NOT-40774123**
Date generated: 15/09/2022

Phone Number	<u>P03</u>
Email Address	<u>P03</u>