



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 Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Bruce
Service Approval Number	SE-40004913
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	P0:P01 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	<p>P0:P01 P05 spoke to P01 P01 (Centre Manager) regarding an incident in the Toddler 2 space. P01 explained that "we sat down to make playdough, P01 (Child) lent over to one of the children and the carer grabbed him and she hit his face with her fingers which had left unmixed playdough on his face".</p> <p>The Portfolio Manager, P01 P01, and P01 P01 (Centre Manager) asked P01 to clarify the wording used in her witness statement. Specifically, P01 was asked to clarify what she meant by "hit"—whether it referred to a palm, closed fist, or tips of fingers. P01 explained that it was just the tips of the fingers, and she did not believe the child was harmed by this.</p> <p>The Nominated Supervisor and Portfolio Manager made the decision to immediately removed the educator from the room pending investigation. People and Culture has been notified to support performance outcomes and a fact finding will be completed. Witness statement has been written with further questions to clarify account of events and determine following steps. Further information will be provided as soon as available.</p>



Please upload any relevant documentation

BeSafe Bruce.pdf	Incident report
File Note - P01 23.10.24.pdf	file note
P01 Enrolment Form.pdf	Child enrolment form
P01 Witness Statement 23.10.24.pdf	witness statement
Educator Log 23.10.24.pdf	educator room log
P01 File.pdf	educator file

Child Details

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

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03