



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

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|--|---|
| 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 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 | <p>On Tuesday 23 April 2024 information was provided to Guardian's ACT Portfolio Manager, P01 P01, and Guardian's Compliance team. The information pertains to concerns raised by a previously employed educator, P01 P01, whilst employed at Guardian Childcare & Education Bruce. P01 highlighted concerns pertaining to staffing arrangements, programming and an alleged incident where a child's nappy had not been changed throughout the duration of the day.</p> <p>As part of the immediate actions taken, the Portfolio Manager met with the educator. The educator could not provide a specific date related to the nappy change incident. Whilst further enquiries are being conducted into these concerns, neither the Portfolio Manager or Nominated Supervisor were at the centre at the time they occurred. These concerns relate to care between May and September 2023. A review of the nappy change process and how this information is documented is being undertaken to ensure that there are no gaps in process and reinforce expectations. Additionally the centre to undertake a review of the incident and complaint reports, educators reminded of the reporting requirements to further support understanding.</p> |



Please upload any relevant documentation

Documents to be submitted later.

Contact Details

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|---------------|-------------------------------|
| Name | Guardian Early Learning Group |
| Phone Number | P03 |
| Email Address | P03 |