



## 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	Guardian Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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 &amp; P01 P01</p> <p>P03</p> <p>Mobile: P03</p> <p>Email: P01</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 Tuesday 2 July 2024 at 5:51PM a parent, **P01P01** sent an email to the centre. In the email **P01** provided feedback and raised concerns after her child, **P01** had returned home from the centre with nappy rash. **P01** notes Dad, **P01**, collected **P01** from the centre and upon his arrival **P01** disclosed her bottom was sore, pointing at her nappy. **P01** changed **P01**'s nappy before leaving the centre and it was during this time he noticed the area was red and bleeding. **P01** has requested further clarification of how often **P01**'s nappy is changed and when she was last changed. **P01** highlights this has not previously happened during her time at the centre. The concerns raised relate directly to the health and safety of the child. Further information can be found in the attached email.

The Centre Manager completed a BeSafe complaint report (attached) and the complaint reported to Portfolio Manager, **P01 P01**. As part of the immediate actions taken, the Centre Manager commenced an internal investigation including a review of the nappy charts for 02-07-2024 and spoke directly with educators regarding **P01**'s nappy change routine. The Centre Manager reinforced the procedure for if a child develops nappy rash including the documentation of nappy rash cream application on the nappy chart. Additionally the Centre Manager reinforced expectations and the importance of communicating to families any changes to the child.

During the investigation it was found that **P01** had been changed at 2:15 PM, with her next change due at 4:30 PM. She was collected by **P01** at 4:26 PM. Educators **P01 P01** and **P01 P01**, who changed **P01** during the day, noted that her bottom appeared a bit red and Sudo Cream was applied, with no signs of broken skin. The Centre Manager called **P01** at 10:30 AM to provide an update. **P01** mentioned that **P01** had been upset the previous afternoon, but with nappy-free time and Sudocream application, her condition improved. **P01** also noted that the rash might have been caused by an acidic wee or poo. **P01** appeared satisfied with the Centre Manager's response and the actions taken by the centre.

Please upload any relevant documentation

complaint.pdf	Parent Email
Educator Log.pdf	Educator Room Log 02-07-2024
Supervision Log 02-07-2024.pdf	Supervision Checklist
<b>P01P01</b> 2.7.24.pdf	Parent Follow Up 03-07-2024
<b>P01</b> enrolment form-compressed.pdf	Enrolment Form
Nappy chart.pdf	Nappy Change Chart
BeSafe.pdf	Complaint Report

## Child Details

Child's Name	<b>P0 P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>



## Contact Details

Name	Guardian Early Learning Group
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]