



213A
EDU

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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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	P01 P01
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	Complaint received on Friday 3rd March 2023 Nominated Supervisor P01 P01 and Area Manager P01P01 where informed by Family Care Team of some tour feedback they had received on behalf of Gungahlin Montessori Academy. The tour was completed by Infant 1 Room Leader P01 P01 with P01 P01 on Tuesday 21st February 2023 at 11am. The parent completed the service then provided feedback that she had noticed P01 in PS2 raise her voice to a child and in Toddler room an educator inappropriately grab a child. As we received this notification and information today we are currently doing an internal investigation into the tour feedback. Part of our plan of action is to give educators witness statements to complete as educators are currently on RDO today and once completed will be uploaded as additional evidence, room meeting rooms involved and continue with Room Leader meetings 3 days a week. Brainstorming and offering educators articles on building relationships with children QA5 and ways to have effective, positive relationships and interactions. Create an internal quiz for educators to complete and continue our internal investigation to the complaint.

Submitted By: **P01** **P01**



Please upload any relevant
documentation

Image of Complaint.docx

Image of Complaint received through Family Care

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03