



## 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	P01 [redacted] and P01 [redacted] P03 [redacted] Mobile: P03 [redacted] & P03 [redacted] Email: P03 [redacted] & P03 [redacted]
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	During a meeting on Friday 7 March parents P01 [redacted] and P01 [redacted] provided feedback and raised concerns pertaining to supervision and staffing. During the meeting it was reported an incident had occurred between December 2024 and January 2025. They stated that upon entering the Nursery 1 classroom they noticed it was out of ratio. As they were leaving they observed an educator entering the Nursery 1 space.  As an immediate response all information was documented in a BeSafe complaint report. The centre has commenced an internal investigation and is reviewing ratios across the service for the specified period. The Centre Manager is also assessing rostering practices to ensure ratios are consistently maintained. The Centre Manager is maintaining open communication with the concerned parent, providing updates and addressing their ongoing concerns.
Please upload any relevant documentation	



BeSafe **P01** and **P01** Complaint Report  
**P01**.pdf

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>