



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	EDGE EARLY LEARNING ACT PTY LTD
Provider Number	PR-40029018
Provider Approval Status	Approved

Service

Service Legal Entity Name	Edge Early Learning ACT Pty Ltd
Service Trading Name	Edge Early Learning Ngunnawal
Service Approval Number	SE-40015883
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	12/08/2024 10:15am I received a phone call from P01 (P01's mother) she mentioned she would like to organise a meeting as I had left the service on Friday afternoon when s he spoke with P01 and P01 to notify them of an incident her 2-year-old told them happened. I asked if she was able to elaborate on this, she stated she was at work and will send me an email this afternoon, however she mentioned she believes it stands ground for a serious incident. I explained I would be available for a meeting Tomorrow afternoon. She stated herself and her husband would like to review the CCTV footage. She also mentioned she was not happy with the way P01 (educator) answered and brushed the incident off when talking with her.
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	Organised a meeting for Tomorrow afternoon at 430pm and have reviewed the CCTV footage. Educators to be reminded of consent, Educators to program consent experiences for children to make them aware of their safety.

Submitted By: P01 P01



Please upload any relevant documentation

Feedback complaint and grievance record form. **P01**.pdf

Complaint Record - 12.08.2024

Child Details

Child's Name **P01**

Child's Gender **Female**

Child's Date of Birth **P01**

Contact Details

Name **P01 P01**

Phone Number **P03**

Email Address **P03**