



## 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	
Service Trading Name	Edge Early Learning Higgins
Service Approval Number	SE-40011068
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	<b>P01 P01</b> <b>P03</b>
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	3rd September 2022 From: <b>P01 P01</b> < <b>P03</b> > Sent: Saturday, 3 September 2022 2:33 PM To: Higgins   Edge Early Learning < <b>P03</b> >: <b>P03</b> Subject: Unapproved person picking <b>P01 P01</b> up.  To whom it may concern  My understanding was only myself or <b>P01</b> 's dad <b>P01</b> could pick <b>P01</b> up.  We are separated and I'm horrified that someone else could pick <b>P01</b> up.  As a result we will be ending <b>P01</b> 's enrolment immediately.  And I will be looking into this further. As I never put down <b>P01</b> aunty as an approved person or wasn't contacted. I think this is wrong.

Submitted By: **P01 P01**



**P01 P01**

Email responses below: (Will also attach full email trail)  
Morning **P01**,

I appreciate your frustration in this situation. I have referred back to your recently completed enrolment form, under the 'Child Custody Information', section, when asked if parents are separated, is there any legal documentation specifying custody or access to the child, you have chosen 'No'. It also states if there are any custody or access arrangements in place, to supply the service with these documents so they can be followed. So as far as we are aware, either yourself or **P01** can make additional nominations as we have not been made aware of any additional access or custody arrangements. Our policy states that either parent with authorisation can authorise for any additional contacts to be added or authorise someone other than themselves to collect the child enrolled. Without this additional documentation, our hands are tied and we have done nothing but follow the policies and procedures in place.

We will end his enrolment as of last Friday, we wish you all the best.

**P01 P01** | Centre Director

Edge Early Learning | A new leaf in education  
98 Fullagar Cres, Higgins ACT 2615  
P | **P03**  
E | **P03**  
W | edgeearlylearning.com.au

From: **P01 P01** <**P03**>  
Date: Monday, 5 September 2022 at 9:58 am  
To: Higgins | Edge Early Learning  
<**P03**>  
Subject: RE: Unapprove'd person picking **P01 P01** up.  
Basically because you have informed me that i do not need to be contacted in regards to who collects **P01**,  
I'll be looking after **P01** myself.  
Sent from Yahoo Mail on Android

On Mon, 5 Sept 2022 at 9:55, **P01 P01** <**P03**> wrote:  
When **P01** started at the centre I informed we were separated there is no court document I wasn't told I had to provide one just to fill out approved persons  
Only **P01** or I to pick **P01** up.

If you are positive you took all the right precautions then I guess your right and I'm wrong and I have no say in the decision of who picks **P01** up only **P01** can get anyone to pick **P01** up will he is being arrested and held at the police station...  
I'm angry and I do not trust the centre with **P01**'s safety.

Thanks for your email!

Anyways **P01** will not be returning.

**P01 P01**  
Sent from Yahoo Mail on Android



On Mon, 5 Sept 2022 at 7:35, Higgins | Edge Early Learning

<P03 > wrote:

Good morning P01,

Thank you for your email.

On the enrolment form, there is no mention of court orders or a custody arrangement.

On Friday, P01 did email the service giving permission for P01 P01 to pick P01 up. The processes were followed and the email as well as a copy of her licence were placed on P01's file.

Neither you or P01 had made us aware of your separation, and as P01 is listed as a Guardian, as per our policy he is able to nominate additional contacts to collect.

If you would like to end P01's enrolment at Edge Early Learning Higgins, it is a two week notice period. This would make P01's last day the 16th of September.

Kind regards,

P01 P01 | Centre Director

Please upload any relevant documentation

P01P01\_email and responses.pdf

Email trail between P01 and Centre Director

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

P01P01

Phone Number

P03

Email Address

P01