



## 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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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	<a href="#">P01</a> [REDACTED] <a href="#">P03</a> [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	Date Complaint Received: 13/12/22  The parent emailed the following concerns:  1) On 12/12/22 the parent emailed the service to advise that her child had scratches on his face. 2) On 13/12/22 the parent emailed the service to advise that her child had an abrasion on his face. 3) The parent believes there is insufficient supervision and a lack of accountability at the service  Action Taken: 1) Centre Manager called the parent on 14/12/22 2) Witness statements 3) Coaching conversations with team members in relation to position descriptions and policies - due 16/12/22 4) All staff to review and critically reflect on positive interactions policies, supervision policies and child protection practice manual - due 22/12/22



Please upload any relevant documentation

Gold Creek.pdf

Supporting Docs

## Child Details

Child's Name

**P01**

Child's Gender

Male

Child's Date of Birth

**P02**

## Contact Details

Name

**P01 P01** - Centre Manager

Phone Number

**P03**

Email Address

**P03**