



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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Garran
Service Approval Number	SE-00009782
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Witness - P01 Centre Phone Number: P03
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	On 20/01/2023 at 9:45am, educator, P01 had taken two children, P01 and P01 to the bathroom to change their pull-up underwear (children are currently doing toilet training). It is alleged that P01 allowed one child to cy on the ground without offering assistance and allegedly the second child laid on the floor without a nappy, underwear or any form of clothing from the waist down. It is alleged that the same children were still in the bathroom at 10:30am appearing to be upset. Another educator offered to help P01 in which she replied " I know what I'm doing, this is my job". At 12:45pm, it is alleged that P01 was still with the same children with one still appearing upset and alleged with no clothing from the waist down. Both the children's parents have been made aware of the incident and thanked the Centre for the call. The Centre Director is aware and will be completing an assessment to determine the next steps. Further written advice will be provided as it becomes available.
Please upload any relevant documentation	



Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P01

Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03