



213A
EDU

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 Kambah
Service Approval Number	SE-00009784
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	P01 P01 - 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	<p>ON 07/06/2022, Goodstart Centre Support Office was made aware of the incident below involving an enrolled child at Goodstart Kambah, ACT:</p> <p>"P01 was called by the centre last week Monday/Tuesday P01 was locked outside with the CD while all the other children were inside with the curtains closed P01 was flipping tables and screaming P01 feels that this has escalated the issue. She feels that P01 is being excluded. P01 said that yesterday the lead educator called her and she felt this interaction and strategies used were good. P01 stated she feels like it is always her that gets called and not the other child's parents. P01 stated that the CD said that her job should understand that she may need to be able to pick up P01. P01 stated that this situation is starting to effect her mental health P01 stated they put him with toddlers and P01 does not like it, as the younger children will touch him with snot on there hands. There is a meeting on Thursday with CD P01 is happy not to escalate this to AM. FST Spoke with P01 admin"</p>

Submitted By: p01 p01



Please upload any relevant documentation

Child Details

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

Contact Details

Name	p01 p01
Phone Number	P03
Email Address	P03