



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

On 23 November 2021, Goodstart Centre Support received a parent complaint (see below). The Area Manager, **P01** **P01** (e: **P03** **P03**) has been made aware and will determine the next steps.

"Hi team I need to speak with someone regarding a recent interactions I have had with the New Director of the Jenke Cct - Kambah Centre. last Friday that being 19th November 2021. I had spoken already been advised that my son **P01** had a rough day - to my understanding there is a lack of permanent staff at the centre - one how is this fair on the children yet alone the other workers there - minimal staff but same number of children. anyway back to my interaction with **P01** the new Director - upon walking to the outdoor gate of the preschool outdoor area inline with the Covid guidelines (which is fine) my son went to exit the gate with his bag along with another child that **P01** had let at the gate - **P01** proceeded to slam the gate with her foot (she had a child in her arms) again not knocking this but don't close the gate with my child trying to open when im right there in eye sight and within feet of him. **P01** proceeded to say to him you can wait for your mum (she knows who i am) and to hear my son say but my mum is right there.....this annoyed me but upset me also...anyway when i approached my son **P01** advised me that he had a bad day and started to go on in regards to this behavior in front of two other mums - this is unacceptable to discuss his behavior in front of other parents (not professional - also humiliating) i felt i needed to defend my son advising that a behavioral plan will need to be done and to get him **P05** please please tell me this behavior is ok....kids are already going through hard enough times as it is with disturbances with children's learning the last few years, can she please be advised that maybe its not best to discuss this things within ears of other families.. cheers **P01** FST spoke with parent 9:45am 23/11 Parent advised that she felt that the conversation should not have been had with other parents around and she felt that she has been perceived as a bad bad parent due to this chat. **P01** advised that she is happy to take calls during the day to help with behaviors that they may be experiencing. ***** PL to phone parent re **P01** contact and plan to further support **P01** in care *****"

Please upload any relevant documentation

Documents to be submitted later.

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

Submitted By: **P01** **P01**