



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	Guardian Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

Service

Service Legal Entity Name	Guardian Corporate Early Learning Services Pty Ltd
Service Trading Name	Guardian Childcare & Education Allara Street
Service Approval Number	SE-00013897
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	P01 P01 P03 T: P03 E: P01 P01

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 Tuesday 28 November 2023 at 6:09 AM a parent, **P01**, sent an email to the centre. In the email the parent provided feedback and raised concerns attributing to her child, **P01 P01**. The parent provided feedback and expressed concerns following an incident that occurred on 23/11/2023 where the family was contacted and requested to collect the child from the centre due to heightened behaviour. Additionally the parent notes concerns pertaining to behaviour management and communication. The concerns raised relate to the health and safety of the child, please see attached email with further details.

Immediate Corrective Actions:

Upon pickup on 23/11/2023 the parent, **P01**, spoke with the Centre Leadership Team about the incident that occurred and the behaviour educators had witnessed. The NS discussed the de-escalation strategies team member, **P01**, used afterwards to support **P01**. The parent suggested that the centre continues to alert them when **P01** is heightened and others are being injured as they would prefer to collect him if they can.

Follow up communication sent to family on 28/11/2023 and the NS notified and engaged Portfolio Manager, **P01 P01**. The family has since chosen to cease immediate care. Educators are continuing to review and reflect on the current strategies in place to support de-escalation of heightened behaviours. Educators to support conversations and group experiences with children on respectful interactions with peers to prevent any type of behaviour that could present a risk to the safety of children or educators.

Please upload any relevant documentation

P01 P01 - Enrolment Form.pdf	Enrolment Record
P01 -Observations.pdf	Child Support Plan - Documenting Behaviours
BeSafe.pdf	Incident Report
P01 P01 Email.pdf	Parent Email
Response.pdf	Response to Parent Email

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03