



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 Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Bruce
Service Approval Number	SE-40004913
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	P01P01 P03 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

An email was sent by P01P01 in relation to concerns regarding programming and her child's (P01 P01) P05 preferences not being supported. Copy of email attached.

On 02/12/2021 the NS received an email from P01 requesting P01 does not partake in the Christmas activities. NS (P01 P01) replied advising a discussion would be held with the Preschool 1 educators to reflect on the experiences being offered and how educators would ensure all children can be included in a respectful and meaningful way.

A second email was received from P01 on 08/12/21, upset that she felt her request for P01 not to partake in these activities was not being met and her P05 and values are being disrespected as the centre continues to heavily involve Christmas as part of the program.

Actions Taken:

- Email response to be sent to parent today 10/12/2021
- Meeting with Lead educator of Preschool 1 room (P01 P01)
- Meeting held with NS (P01 P01), lead Educator (P01 P01) and ACT Practice mentor (P01 P01 P01)
- Discussion and reflection on centre events and celebrations to be followed up with centre at next scheduled team meeting on 14/12/2021
- Changes to the educational program and Storypark to be evident from 09/12/2021

Please upload any relevant documentation

P01P01 .pdf

Email from P01P01

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