



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 Barton
Service Approval Number	SE-40003620
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 Email: P03 Mobile: 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 Monday 29 July 2024 a parent, p01 p01, sent an email to the centre. In the email p01 provided feedback and raised concerns pertaining to her child, P0 P01 p01. p01 highlighted issues observed during drop-off and pick-up times, noting that she had previously mentioned concerns but felt they were accumulating. p01 reported that she collected P0 on Thursday and Friday with wet pants and without access to water. Additionally, she found P0 and an older child unsupervised while an educator was attending to twin babies. p01 also noted an incident where P0 was given full cream lactose milk with his breakfast cereal, which she reported to p01 (educational leader) at the time. p01 requested to be contacted by Guardian's Portfolio Manager and asked for an investigation into her concerns, which relate directly to the health and safety of her child.

As part of the immediate actions taken, a BeSafe Complaint report was completed (attached). The Centre Manager called p01 to follow up on her concern and communicated that an internal investigation was underway. Pulse checks were conducted with educators to gather further information about the account of events. It was determined that P0 and a peer were being supervised when p01 arrived at the centre. Additionally, a review of information on May 8, 2024, revealed that the Educational Leader immediately corrected the practice, and P0 did not ingest or consume full cream milk during breakfast service. Follow up communication was sent to p01 on Tuesday 30 July 2024. The Portfolio Manager, p01 has been engaged for further support. The Centre Manager to continue to maintain open communication with the parent.

Please upload any relevant documentation

p01 Enrolment Form.pdf	Enrolment Form
BeSafe.pdf	Complaint Report

Child Details

Child's Name	P0 p01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03