



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	P01 and P01 Contact number P03 Email 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	P01 and P01 sent an email to the service raising concerns regarding P01 's (Child) asthma medication, along with the acknowledgment of that email. The parents were under the impression that all of P01 's educators, as well as the management team, were aware of his medication and when he may need to use it. However, the conversations over the past two days have led me to believe this may not be the case, which is quite concerning. The concerns related to the management of the child medical condition and communication between educators and service. Further details attached to the complaint report. As part of the immediate actions, Assistant Manager P01 responded to the email, and a Risk Minimization and Communication plan was created. P01 discussed with the teams what should be done in case of medication being dropped off without an action plan. The team will continue communicating with the family to ensure reflections and actions are communicated.



Please upload any relevant documentation

EVE258952 _ Complaint_Grievance _ BeSafe Bruce.pdf	Complaint report
Mail - GC&E P01 - Outlook- P01 P01 plan.pdf	Email

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03