



## 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 Wanniasa
Service Approval Number	SE-40004191
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 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

On Friday 11 April 2025 at 9:28 AM a parent, P01 p01, sent an email raising health and safety concerns regarding her daughter P01's experience at the centre. In her email P01 reported that on Monday P01 told her that her vagina was sore and began crying in pain. The discomfort appeared to affect her while sitting and again when walking upstairs. On Tuesday P01 mentioned the pain again and became visibly upset. Later that evening during a conversation after her bath P01 disclosed that another child, P01, had grabbed her and very firmly put his finger on top of her underwear and pressed it into her vagina. P01 expressed that both she and her husband are deeply concerned about what happened. While acknowledging the sensitivity of the situation she has requested that appropriate action be taken to ensure this does not happen again. Specifically she has asked that if P01 remains at the centre he be kept away from P01 or that constant supervision be maintained when they are near each other. Further details can be found in the attached email. The concerns raised relate directly to the health and safety of the child.

**Immediate Actions Taken:**

The Centre Manager immediately spoke with educators to gather further information and to determine if any interactions had been observed between P01 and P01. The Centre Manager reinforced the need for active supervision and educators have implemented additional supervision measures to ensure P01 and P01 are closely supervised when they are near each other. The centre is reviewing the room dynamics and educators are supporting discussions with the group on body awareness and consent. All information was documented into a Besafe report and follow up communication sent to the parent (attached). The Centre Manager is maintaining open communication with the concerned parent, providing updates and addressing their ongoing concerns.

Please upload any relevant documentation

Parent Email P01 p01.pdf	Parent Email
Reply to Parent Email P01 p01.pdf	Reply to Parent Email
BeSafe P01 p01.pdf	Complaint Report

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03