



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	Majura Park Childcare Centre Pty Ltd
Provider Number	PR-00005847
Provider Approval Status	Approved

Service

Service Legal Entity Name	Majura Park Childcare Centre Pty Ltd
Service Trading Name	Majura Park Childcare Centre
Service Approval Number	SE-00009810
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 P01 P01 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	Email from Wednesday 2 October. Background to complaint: Parent has very poor English language skills, a friend wrote the e-mail. Background to incident: P01 P05 to other children. Another child responded. (Child-to-Child interaction) Copies attached. Steps taken: Have met with the parent, and discussed the issue with the parent. Another formal meeting, to occur next week.
Please upload any relevant documentation	

Fw_ Incident about P01 - update .pdf	Complaint - health and safety
P01 incident form.pdf	Incident form
P01 .jpg	photo of injury

Submitted By: P01 P01



FW_ Pathways to Preschool - P01 P01 P05 email.pdf

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	P01