



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	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Provider Number	PR-40017814
Provider Approval Status	Approved

Service

Service Legal Entity Name	GUNGAHLIN MONTESSORI ACADEMY PTY LTD
Service Trading Name	Gungahlin Montessori Academy
Service Approval Number	SE-40020141
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	Parent P01, father of P01 sent an email with concerns of a disclosure his child made regarding another child taking off their leggings whilst at our centre on a previous day of attendance. The father is unsure of the date of the incident. The father also noted his concern that his child has previously disclosed to him that another child by the name of P01 has slapped his child (P01) on the bottom.
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	Area Manager replied to the email, stating no incident could be viewed from any of our CCTV cameras showing P01 was upset or any inappropriate behaviour occurring to P01 by another child this week on the days she attended (29.07.24 to 01.08.24) When the Area Manager viewed CCTV no issues with educator supervision was also observed.
Please upload any relevant documentation	

Parent Email & AM response.pdf

Email from parent and Area Manager reply

Submitted By: P01 P01



Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03