



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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Blinky Bill Early Childhood Centre
Service Approval Number	SE-00009751
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	Complainant Name: p01 p01 Contact Details: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child Name: P01 p01 Gender: Female DOB: P02



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

Complaint Received: 27/10/2020

Summary: The parent has contacted G8 Education's Family Care team to express her concerns for her child's health and wellbeing. The child was found unattended by a staff member indoors.

Please refer to attached documentation.

Steps/Actions Taken:

1. Investigation to be conducted.
2. Investigation will include witness statements, interviews with all educators and review of supervision policy and plans.
3. Centre Manger contacted the parent to let her know she was appreciative of this and respected the honest, open communication at the time of contact.
4. Incident was reported via I01 yesterday.

Please upload any relevant documentation

C01 Supporting Documentation 27.10.20.pdf Supporting Docs

Contact Details

Name	P01 p01	- Assistant Regional Manager
Phone Number	P03	
Email Address	P03	