



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

Service

Service Legal Entity Name	
Service Trading Name	Conder Early Learning Centre
Service Approval Number	SE-00009767
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	Anonymous complaint received via phone at Support Office. No details were left as caller was very clear the complaint remain anonymous.
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 - 07/06/21 Details: Complainant stated that the service is constantly out of ratio and the Nominated Supervisor falsely completes documents to appear as though in ratio. Please note: no dates or times were mentioned during the call.
Please upload any relevant documentation	Actions: 1) Area Manager notified to commence investigation



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name p01 p01 - Area Manager

Phone Number P03

Email Address P03