



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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Kambah
Service Approval Number	SE-00009784
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	Parent: P01 P01 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 13/07/2023, a parent has concerns regarding an injury the occurred involving his son, P01 P01 P01 P01 (3 years and 8 months old). It is believed that P01 stood up on a chair and fell off, allegedly grazing his cheek and nose from the alleged incident. The family has concerns around the safety of P01 and states that they frequently receive calls from the Centre advising that P01 has been injured. The family would like this to be addressed by the Centre and provided an outcome regarding what actions will be taken to address their concerns. The Centre Director is aware and will be looking into this further.
Please upload any relevant documentation	



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03