



## 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            | Guardian Community Early Learning Centres Pty Ltd |
| Provider Number          | PR-0000823  |
| Provider Approval Status | Approved  |

#### Service

|                           |                                      |
|---------------------------|--------------------------------------|
| Service Legal Entity Name |                                      |
| Service Trading Name      | Guardian Childcare & Education Bruce |
| Service Approval Number   | SE-40004913                          |
| 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:<br>- Complainant name and contact details  | P01 P01<br>P03<br>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 Friday 5/11/21, P01 provided feedback on Guardian's online feedback platform - copy of feedback attached. Parent was contacted immediately by NS P01 to follow up and discuss. Through discussion it was highlighted that P01 noted incidents had happened and when she asked educators they were not able to advise how they occurred; they advised they would write an incident report however this was not followed through. P01 discussed concern of the chipped tooth but P01 was not able to provide a date and there is no obvious chip on P01 teeth - this has not been verified. Grazes that were mentioned - there was no incident that can be defined to have caused them, however it is noted that P01 is a very active child that loves outdoors. Through conversation, it seems that the parent is frustrated at lack of communication from team and being able to provide details of child's day/ foods he ate/ participated in.

**Actions Taken:**  
Support for Toddler 2 to be implemented.  
New lead educator started 1/11/21, as part of induction strategies of support for lead to guide team, reflect on current routines, ensure team members are communicating in detail of child's day/ recording all incidents/identified injuries on online reporting platform, BeSafe.

Please upload any relevant documentation

Feedback - Resonate P01 P01.png      Feedback - P01 P01

## Child Details

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

## Contact Details

|               |        |
|---------------|--------|
| Name          | P01P01 |
| Phone Number  | P03    |
| Email Address | P03    |