



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-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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	<u>P01</u> and <u>P01</u> <u>P03</u>
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	<u>P01</u> <u>P01</u> Female <u>P02</u>



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 25 August 2020 the nominated supervisor received an email from **P01 P01** requesting an urgent meeting with the centre leadership team. **P01** notified the nominated supervisor of an incident that involved her daughter, **P01 P01**, and 2 male peers. **P01** noticed **P05**

The nominated supervisor met with **P01** on 26 August at 12:17pm to discuss the concerns raised in **P01**'s email in relation to the alleged incident. **P01** confirmed **P01** had a scheduled Doctors appointment on 26 August 2020 where **P01** was assessed. **P05**

The nominated supervisor notified the portfolio manager **P01 P01** and a full internal investigation into this incident is underway. The nominated supervisor contacted **P05** on 26 August 2020 and spoke with the officer **P01** in regards to this incident. The nominated supervisor also spoke with Inclusion Support (**P01 P01**) in relation to the incident as **P05**

The service is continuing to investigate the alleged incident and will provide the family with an update at the conclusion of the investigation. The service will be linking with **P05** services to provide a support network for the family. Educators to review the supervision, child protection, child safe curriculum and risk management using the self-reflection tools to review and enhance the services practices. Educators to review the child protection policy. The service to review the centres Strategic Inclusion Plan and work closely with Inclusion Support to support **P01** on her return to the service.

Please upload any relevant documentation

Email Correspondence Re_ URGENT_ **P01** incident at daycare.pdf

Email Correspondence

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	compliance@guardian.edu.au