



## 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 Corporate Early Learning Centres Pty Ltd
Provider Number	PR-00004736
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Guardian Early Learning Centre- Forrest
Service Trading Name	Guardian Childcare & Education Forrest
Service Approval Number	SE-40005756
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	P01P01 Mobile: 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 Monday 18 November 2024 the centre received an email from parents, P01 & P01 P01. In the email the parent provided feedback and raised concerns after his child, P01, was picked up yesterday at 5:30 pm and Mum noticed a bruise on his forehead and his eyes were red and puffy. On Tuesday 19 November P01 called the centre and spoke with the Assistant Centre Manager, P01. The parent verbally expressed disappointment in the care provided and was concerned if P01 did sustain a concussion, no one would have known. Additionally the parent raised concerns with supervision and incident management and commented it wasn't the first time P01 had been visibly upset when being picked up. P01 apologised sincerely and told the parent the concerns would be further investigated and he would be provided with an update. The concerns raised relate directly to the health and safety of the child. Please see attached email with further details.

All information was documented into a Besafe complaint report. The Assistant Centre Manager immediately commenced conversations with educators to obtain further information. Through these conversations, one educator mentioned that P01 had been crying intermittently throughout the afternoon because he missed his Mum and his red eyes might have been due to a combination of crying and possible sunscreen irritation. Educators were reminded of the importance of maintaining active supervision and responding to children's needs ensuring their health and safety is continuously supported. The Centre Leadership Team will facilitate a reflection session on first aid and supervision practices in the coming days. Additionally, a review of supervision strategies will take place with the entire team during tomorrow's scheduled staff meeting. Follow-up communication was sent to the parent (attached), and the centre will continue to provide updates and maintain open communication to reassure the parent and address their concerns.

Please upload any relevant documentation

complaint email.JPG	Parent Email
reply.JPG	Reply to Parent Email
BeSafe P01 P01 .pdf	Incident Report
BeSafe P01P01 .pdf	Complaint Report

## Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03