



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 | GUNGAHLIN MONTESSORI ACADEMY PTY LTD |
| Provider Number | PR-40017814 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|--------------------------------------|
| Service Legal Entity Name | GUNGAHLIN MONTESSORI ACADEMY PTY LTD |
| Service Trading Name | Gungahlin Montessori Academy |
| Service Approval Number | SE-40020141 |
| 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 | 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

The complaint was made to Nominated Supervisor on Thursday 5th October upon returning to the service after annual leave on Tuesday 3rd and Wednesday 4th October 2023.

P01 P01 2IC approached **P01 P01** Nominated Supervisor to inform me that I needed to check in on **P01 P01** (Educator) of an incident. **P01** then went and approached **P01** who was in the outdoor 0-2 area and asked to speak with **P01**. **P01** then walked **P01** into the staff area and asked **P01** to explain an incident that had occurred. **P01** started to explain that on Tuesday 3rd October at approximately 2:20pm to 2:30pm educator **P01P01** had grabbed and allegedly shaken a child **P01**. **P01** asked **P01** to show her on the camera's where abouts the footage may need to be pulled from if anywhere. **P01** explained that we needed to report and investigate this as it was suspected breach in Child Protection and that as educators we are advocates for the rights of the child, and mandatory reporters. **P01** has been hesitant to report as she feels bad for the educator in which **P01** understood however repeated the importance of an educator's roles and responsibilities whilst also meeting Code of Ethics, rights of the child, policies and procedures. After **P01**'s conversation with **P01** she asked IT to pull the footage to be reviewed.

The matter was also escalated to HR, and acting Area Manager **P01 P01**.

P01 parent of **P01** has been contacted via phone by **P01** and left a message to return her call.

Witness statements will be collected by all room educators from Tuesday 3rd October as some educators are currently on RDO's, meetings with 2IC and **P01** on return to service, internal report done and Child Protection training booked in for all educators with Wave Learning on Monday 9th October 2023.

This will also be reported to CYPS (Child Youth and Protective Services) and Ombudsman

Please upload any relevant documentation

Child Details

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

Contact Details

| | |
|---------------|----------------|
| Name | P01 P01 |
| Phone Number | P03 |
| Email Address | P03 |