



View results

Respondent

15

Anonymous

21:51

Time to complete

1. Full name

A text input field containing the text "P01 p01". The text is displayed in a blue, monospace-style font. The input field has a thin grey border and rounded corners.

2. Phone number

3. Email *

4. What is the name of the Service you wish to complain about? *

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?
- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

6. What is your relationship to the Service? *

- Parent or Guardian
- Staff Member
- Other

7. How long have you had an association with the Service for? *

About 2 months

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

From the 30th of July to 16th of August

9. If there has been a delay in reporting, please state the reasons for the delay.

10. What are the names and date of birth of the children involved in the incident?

p01 P01 P02 P01 P01 P02 P0 P01 P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

Unsure

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

- The first thing that had happened was my son p01 was in his room playing . Apparently he was seen playing with cupboard doors and the educator in the room was in the corner . This said educator noticed that he was playing with the cupboard but didn't stop him . p01 then smashed his finger in the door and almost fractured his finger, then another educator come in and didn't open the door instead ripped his finger out . I was informed that the educator that noticed him playing was fired that day. But the educator that ripped his finger out I'm unsure of the end result. Also p01 has come home with very lime green poo nappies due to the food in the centre. They don't feed the children any other meats other than chicken.
- next my daughter had come home with nits so I had done a treatment , for 3 following days I had received phone calls saying she still had them. I had done treatments every day morning and night not finding any, I felt as though my daughter was being singled out in this situation. They said they had checked all the other children in the rooms hair and found none . They then posted on the story park page stating their where nits in the room and tagged my daughter at the top of the list singling her out. Then another time talked about P01 smelling like pee because I believe they didn't allow her to use the toilet in rest time (my daughter has been toilet trained since she was 2 their is no way she wet her pants.)
- my son P01 is P05 , on Friday the 16th of August I had left the centre where P01 was a little bit unsettled (witch sometimes happens with his P05 I was told I could leave by the educator . She called me at 2pm informing me that P01 didn't settle that morning for 30 minutes then during the day he was a bit unsettled. Further into the day he apparently was pushing and hitting the educator and being loud during rest time , my son is not a violent child, I can see him pushing if someone was in his face but never hit and only when he's over stimulated. When I come to pick him up I asked him if he had a bad day and he said yes but mummy my teacher said I could stay. In this situation I felt as though he wasn't welcome because of P05

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes