



View results

Respondent

63 Anonymous

43:31
Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

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

Bright Future Early Learning Kambah

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? *

Yes, we were told each time there was nothing that could be done, and that it was entirely our fault that we are in this situation.

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? *

Since May 2024

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

From May 2024 to now.

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

I was lead to believe the issue was my fault, and I was in the process of attempting to rectify the issue, however upon further investigation, an increasing amount of concerning details have come to light and I don't believe we're being treated fairly.

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

P01 [REDACTED] P02 [REDACTED]

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

P01 [REDACTED]

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?

When Bright Future took over in May, we were told we owed nothing, we were then told we owed around \$700, which I said I would pay, they attempted to take the incorrect amount and so it dishonoured, and from there we were being told we weren't making payments, but in fact it was incorrect amounts trying to be taken, which I would email to inform them about each time it happened. I would then transfer extra manually and inform them, which I was told was enough action to be on top of our account. We then had issues with our CCS, which we communicated with the daycare and put in place a verbal payment plan. Again, each time the direct debit was supposed to come out it wouldn't, despite the correct amount of money being available - I did not know that each time this happened they were applying dishonour fees (they did not outline how much the dishonour fees were when they increased them). So our account continued to build up, majority of which was incorrectly charged dishonour fees. They told me they could do nothing about this as they deal with a third party for their direct debits, which they also failed to outline in their direct debit form that we signed when they took over. I am aware we owe them an amount for our child's care, however it is not the amount being reflected in the final statement. I have tried to bring these issues to light directly to the centre manager, but I am simple being told there is nothing that they can do, and they account must be paid. I hadn't paid the final account because we were planning to dispute, but it has already been sent to a debt collector and I am being harassed for money that I shouldn't owe. I genuinely wish to reach a conclusion with the centre, but thus far I have simply been pawned off and despite my wish for an exit interview to hopefully fix the issue, that has not been offered.

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.

I will forward the email chain to the email provided above. The payment plans we discussed were verbal and there were no contracts signed for those.