



View results

Respondent

46

Anonymous

25:59

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? *

Brindabella Christian College Early Learning Centre, Charnwood ACT

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 i have. I am concerned about my child's safety.

I havenot receive a response and they haven't fixed the door as well.

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? *

02/11/2023

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

*

Incident occur- 5/11/2024 at 11:35hours

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

NA

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

Chikd's full name- P01 P01
Date of birth- P02

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

Educators- P01 P01 & P01
Manager- P01 P01
Ambulance Service ACT
Firefighter Service ACT

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?

My child P01 P01 left hand got caught in door at childcare (Brindabella Christian college Earlyhood Centre, Charnwood ACT). They were unable to release his hand for about 15 mins from the door (as it was structured damage door without any safety guards on that door). Fire brigade were called at daycare so that they could release his hand.

Post that ambulance also came so that they could take my child to emergency department. After the incident, my husband P01 P01 was notified around 12:10 hours same date. He rushed to the childcare and saw P01 outside the childcare with paramedics.

I am greatly concerned of children's safety. This is the 1st major incident happen with our child. I am not sure if there have been any cases like this before. It is a huge negligence on their part. My 2-year old child is traumatised and he says No to going to a daycare. Please kindly escalate this matter and check their safety concerns.

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 have attached Emergency discharge summary and incident report.