

P01

From: P01, P01
Sent: Tuesday, 22 February 2022 12:51 PM
To: P01, P01
Subject: Record of phone complaint



OFFICIAL: Sensitive

Hi P01,

How are you? I hope that you are well and the family is doing okay.

I received a call this afternoon from a concerned parent whose child (daughter) attends Ducklings Charnwood. I have arranged to send her a complaint form but just wanted to give you some detail about the call.

The parent's name is P01 and her daughter is 4 years old, just started recently as the family has moved to Canberra. P01's daughter has P05 and her parents both have concerns about the care she is receiving at the service. Her daughter attends 5 days a week and recently has come home in the same nappy as when she was dropped off. She was picked up one afternoon wearing a jumper when the temperature during the day had risen from cool in the morning to 30degrees in the afternoon. The child appeared to be very hot and dehydrated. She was also sunburnt when picked up on another occasion.

P01 has discussed these incidents with the service and they have reacted quickly to appease her concerns however she feels that these messages are not being relayed down to the room. P01 has a son who is 2 at the service and cannot understand why the care is so very different between the two rooms.

Her contact number is P03.

Please let me know if you would like me to leave a copy of this email on the system?

Take care, hopefully we will catch up back at the office in the near future.

Thanks

Kind regards,

Meg King | Compliance Officer
Phone: 6207 4690 | Email: meg.king@act.gov.au
Children's Education and Care Assurance
Education and Care Regulation and Support | Education | ACT Government
Level 3 Hedley Beare Centre for Teaching & Learning | 51 Fremantle Drive, Stirling ACT 2611
www.education.act.gov.au | [Facebook](#) | [CECA Facebook](#)