

P01

From: EDU Complaints CECA
Sent: Monday, 23 January 2023 10:51 AM
To: P03
Subject: Formal Complaint - Guardian Early Learning in Bruce
Attachments: Direct Complaint Form - Online Submission.rtf



OFFICIAL: Sensitive - Legislative Secrecy

Good Morning P01,

By way of background, education and care services in the ACT are regulated by the Education and Care Services National Law (ACT) (National Law). CECA is the ACT's Regulatory Authority for the education and care sector. A core function of CECA is to ensure protection of children from risk and harm when attending an education and care services in the ACT.

Please be aware that CECA do not investigate matters on behalf of individuals, but as the regulatory body for education and care services in the ACT. Please find relevant links, for your convenience:
<http://www.acecqa.gov.au/national-law>, and <http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>.

Please find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. If choosing to complete the form, it would be appreciated if you could include as much detail as possible in your account, inclusive of dates (or date ranges), other persons present, and any conversations you may have had with specific persons at the Service regarding your concerns.

This form is for internal use and contains prompts for important information to enable an assessment to be carried out. Please also attach any emails or written correspondence that you may have had with the Service related to your concerns.

Once completed, can you please return the form to complaintsCECA@act.gov.au.

Kind Regards,

Vittorio Colosimo | Senior Investigator
Education and Care Regulation and Support | Education | ACT Government
51 Fremantle Drive, Stirling- Hedley Beare Centre for Teaching and Learning GPO Box 158 Canberra ACT 2601
www.education.act.gov.au

-----Original Message-----

From: P01, P01, <P03>
Sent: Saturday, 21 January 2023 5:12 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Formal Complaint - Guardian Early Learning in Bruce

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Hi Team,

My 14 month old son attends Guardian in Bruce. I have had numerous issues with them, the most recent being my son coming home physically injured with no one in the centre having any knowledge on when or how this occurred.

Initially when I applied for my son to attend I advised in my application 2 emergency contacts who would have permission to collect him; my sister and my mum. On the first attempt my mother made to collect my son she was confronted as she was advised she was not on the list of emergency contacts for my son, which was false.

The second instance of the centre doing the wrong thing was when I informed them my son has a health concern and needs an emergency risk management plan. I had the documentation return to them within the week I was sent the forms. A month later I was called by the centre director, P01 [redacted], who berated me on the phone for not having returned the forms. She started the conversation by saying "we sent you these forms via email on this day at this time and because you haven't returned them your son will not be welcome back into the centre tomorrow". This truly upset me as the approach was so aggressive I could not think straight. I said I was sorry for not providing the relevant information and would have it for her that afternoon. Once I was able to calm down I remembered returning the documents to reception within the week of receiving them. I called the centre director back to advise her of this and was told, flippantly, "oh yes, we've found them". No apology. I had been made to feel like a horrible parent!

The next instance was with my other emergency contact, my sister. She needed to collect my son while my husband and I were overseas. I was called by someone from the centre and advised, via voice message, that my sister was not listed as an emergency contact. When I eventually got this message, after returning home from overseas, I was understandably angry. This was the second time my enrolment form information was somehow not on file!

The next instance was when I put in a formal complaint to the centre about their lack of administrative care. I informed them in my email that I was dissatisfied with the fact that neither of the emergency contacts had been noted properly, and that the emergency risk management plan which is essential for my son to remain safe was also not noted properly for a full month! I advised in my email that I wanted this reported with them as a formal complaint. I was then called by the centre director who tried to just brush it all under the rug. She did not give me any advice on any complaint processes or what I could do for these complaints to be registered formally, despite me saying I wanted this listed as a formal complaint. She was again flippant, but did apologise that I was upset with the centre. She also didn't remember when she had called me berating me for not providing documents on time. I told her how poor that experience was and she did again apologise but it did not seem sincere, it was more that she was just embarrassed she'd screwed up so badly!

This most recent incident and the final straw; my son came home on Friday with a bite mark on his right hand. I had not noticed it immediately, but when picking up my husband from work we noticed it. It thankfully had not broken skin, but it was very definite teeth marks and most certainly not done by my son to himself as he doesn't have that many teeth and it was also clear from the marks that someone else has done this to him. I called the centre to ask why it wasn't discussed when I collected him and where the incident report was. The response I got when I called was "oh he didn't cry, so we didn't know he was hurt". I asked whether there was an incident report, the response was "well we didn't know he was bitten so we will have an incident report for you on Monday". This is completely unacceptable. I understand children bite other children but there is no way my son would have not cried, there should also have been no way 2 children were being completely unsupervised for this to occur and there should not have been any way no one noticed for potentially a full day of care.

I would like the centre to be investigated for non-compliance as I don't believe they have the correct ratio in the rooms. Based on a conversation with a friend whose children also go to Guardian, I also believe the cot rooms are not safe because the fitted sheets are loose in the nursery which poses SIDS concerns. I do not believe the centre director handled my formal complaint appropriately when it was submitted. I'm sure this also goes against some form of compliance/agreement standards.

In my initial forms I had also advised I didn't want photos of my son put on the group posts. This was ignored completely and I let it slide as I thought I might grow to enjoy seeing him in the updates. I'm realising now this was the first instance of my son's safety that was not taken into consideration.

Please let me know if there is any information you need from me to corroborate the above complaint.

Thank you,

P01
P03