

From: P01P01
To: EDU Complaints CECA
Subject: Re: Direct complaint
Date: Tuesday, 29 August 2023 4:56:14 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[Learn why this is important](#)

Many thanks Vittorio. We have discussed the matter with the ELC and hope that they will be more vigilant in reporting injuries in the future at least for my child. If the practice doesn't improve then I will complete the form.

Regards

P01

On 29 Aug 2023, at 3:41 pm, EDU Complaints CECA
<ComplaintsCECA@act.gov.au> wrote:

OFFICIAL: Sensitive - Personal Privacy

Good Afternoon P01,

This is a follow up email reminding yourself to please complete the direct complaint form and send it to complaintsCECA@act.gov.au if you wish to submit a direct complaint.

Kind Regards,

Vittorio Colosimo | Authorised Officer

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

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From: EDU Complaints CECA
Sent: Wednesday, 16 August 2023 9:28 AM
To: P03
Subject: Direct complaint

OFFICIAL: Sensitive - Personal Privacy

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.

Contact Name

P01 P01 P01

Contact Phone

P03

Contact Email

P03

Concern that injury at early learning center are not being recorded and parents are not being informed in a timely manner

Holy Spirit Early Learning Center does not record all injuries in incident forms.

Parents are not notified of injuries in a timely manner. The sunscreen used at school has caused my child to have red eyes. I had asked them to inform me if this occurs.

Today he has had a red eye since the afternoon when sunscreen went into his eyes. I was not informed and no incident form was filled (this was the same situation last time). When I took him to the medical clinic, they informed me that his eye has been injured and treatment recommended. I will keep him home. I am making a formal complaint because it seems the early learning center does not take injury reporting seriously. I have written to the center expressing my concern.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

<Direct Complaint Form - Online Submission.rtf>