

From: Reid, Jarrod
Sent: Tuesday, 30 July 2024 9:16 AM
To: 'P03 [REDACTED]'
Subject: Direct Complaint
Attachments: IMG_2424.jpeg; IMG_2420.jpeg; IMG_2421.jpeg; IMG_2422.jpeg; IMG_2423.jpeg

Good morning,

I am writing to you in relation to a direct complaint submitted to the Regulatory Authority on 4 July 2024, by a parent, P01 [REDACTED] relating to the child, P01 [REDACTED] (2:1) and Anahita Family Day Care.

The complaints are as follows;

1. Persistent harassment, erratic demands and inappropriate behaviour while providing care for our 2-year-old son.
2. A complete absence of any discussion of P01 [REDACTED]'s development, no documenting what plans/activities there were, what goals were being worked towards, or what had occurred.
3. The quantity of texts and language was unprofessional towards us.
4. "I got endless texts about his clothing, that the clothes were not aligned to her 'boutique' centre, that 'Tuggeranong' families didn't send their kids in stained clothes."
5. She threw P01 [REDACTED]'s t-shirt in her bin, she explained to my husband it was no good.
6. 2 April - Tuesday. "He eats so messy and his hands so greasy and he drops it and makes my carpet dirty. I've already told you the reason why, I'm not willing my carpets gets dirty. He already drops food on the carpet. No yogurt anymore.
7. P01 [REDACTED] refused to provide P01 [REDACTED] his yoghurt. We provided the yoghurt in a Subo Bottle that morning (a self-feeding food bottle) which he used competently and is designed to be self-feeding.
8. 11 April - Thursday. This was P01 [REDACTED]'s last day with P01 [REDACTED]. He was picked up at 10.45am by my dad. When my dad stepped into the yard, he saw the 4 children outside, but P01 [REDACTED] was not present, she was inside the house. When he told me that morning, I asked whether she could have stepped in to collect P01 [REDACTED]'s belongings, but Dad had seen P01 [REDACTED]'s things already left inside the gate.
9. When visiting one morning for our first meeting, one of the children in her care was in a room off the main area, a laundry room from memory. P01 [REDACTED] paid no attention to the child. Which I found disconcerting but justified it then to her focusing her attention on us as a potential new family. Only when we were leaving 15 minutes later, did she notice the child was in this room. She exclaimed she thought the child was in the playroom.

Please see attached screenshots in relation to the complaints raised above.

In order to conduct further assessment of this matter, could you please provide the following documents/information:

1. Working directly with children records and child attendance records for whole of Service for 11 April 2024;
2. Copy of supervision protocols;
3. Strategies to mitigate risk of similar incidents occurring in the future;
4. Evidence that the expectations of the parent have been addressed and adequately managed via the internal complaints handling procedure.

It would be greatly appreciated if by close of business 5 August 2024, you could please submit all requested information via email to Jarrod.Reid@act.gov.au.

Your assistance is greatly appreciated.

Kind regards,

Jarrod REID | Senior Investigator

Phone: P03 [REDACTED]

Email : Jarrod.Reid@act.gov.au

Education and Care, Regulation and Support | Education Directorate | ACT Government

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**We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people
We acknowledge and respect their continuing culture and the contribution they make
to the life of this city and this region**

Artwork by Ngarrindjeri artist P01 [REDACTED]

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