

Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to complaintsCECA@act.gov.au

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

Direct Complaint Form - Online

Date completing form:	15/03/2022
Time completing form:	4pm
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Denman Village Early Learning Centre
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	We had a formal meeting with profuse apology and an outlining of all the procedures in place to avoid such instances
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	My daughter attended Denman Villiage ELC from February 2022 to March 2023
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	8/2/22; 10/2/23, 15/2/23
If delay in reporting, reasons for delay?	We have had trouble with illness, multiple doctors appointments and changing daycare

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>2.5 - P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>This has happened multiple times, across two rooms, involving multiple staff members</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>While in care at Denman, my daughter was repeatedly given foods that she is allergic to, despite repeated emails and talks to the chef on my behalf. On 22/2/23 I was present when she was given full cream milk, this was just 7 days after I emailed and asked what milk she was being given as a rule because that day (15/2) I had witnessed her given lactose free milk. I emailed to check (after many previous emails) and was told they would check into it. They obviously didn't. It was complete news to the room leader that my daughter could only have non dairy forms of milk. She has attended this centre for a year.</p> <p>On 8/2/22 I saw P01 given a wheat bread sandwich September 2022 I saw P01 given a cracker that was not gf</p> <p>On 28/9/22 I had to email to check about P01 being given soy (she was not on this occasion) because despite filling out the action plan and multiple emails mentioning that P01 could not tolerate soy, it was not listed on her allergy sheet in the room she was in.</p> <p>These are the incidents that I have been present for. There was one time in January 2023 that the centre notified me that she had eaten a piece of cake with wheat in it.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I have forwarded the emails I have sent.</p> <p>I have notes of the last instance</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents,</p>	<p>No</p>

memos, emails etc) that you may have that would substantiate the allegation(s)?