



From: [redacted] on behalf of [CECA](#)
To: [EDU.Complaints.CECA](#)
Cc: [Withers, Nicole](#)
Subject: Parent complaint - Guardian Childcare Forrest
Date: Friday, 9 August 2024 9:04:21 AM
Attachments: [image001.png](#)

OFFICIAL

Dear Team
 Please see the below complaint.
 Kind Regards

From: P03 [redacted]
Sent: Friday, August 9, 2024 8:18 AM
To: CECA <CECA@act.gov.au>
Subject: parent complaint - Guardian Childcare Forrest

OFFICIAL

Hi CECA,
 Please see complaint below from P0P01 [redacted] concerning Guardian Childcare in Forrest. I have advised P0P01 [redacted] that her concerns have been forwarded to the appropriate area of the Directorate and provided her with CECA contact details.

Thursday, 8 Aug 2024, 10:01 pm

Title: Customer Entry (Auto Note)

Content:
 This is an auto note of the original customer submission.

Subject:
 Inappropriate conduct of handling.

Category:
 Education & Learning > Other ACT education matter

AC Description (forms):

My daughter was previously enrolled with Guardian Childcare in Forrest. Where I have taken her out. On numerous occasions, I have arrived collected my daughter, as I have been asked in. My daughter has opened her mouth, where she had a mouth full of tiny little plastic math counters. I have emailed on numerous occasions, as my daughter had fallen over on Wednesday 31st June, where I was told, an incident report would be completed and provided the next day she was in attendance. on the Friday (my daughters last day of oh this provider), I asked for the completed form, where I was, it wasn't done and it would be emailed to me on Monday 5 August. I have sent 3 separate emails following up and still no reply. On 2 separate occasions she centre has sent my daughter home with no shoes and or socks as they had given them to another child. Furthermore, on occasions my daughter has come home in no nappy, as the centre clearly just 'couldn't be bothered' to put a clean one on her. I have pulled my daughter from this daycare as I had extreme anxiety about leaving her. This is unacceptable behaviour. This childcare chain needs to be looked into. Furthermore, closed down. I would appreciate someone assistance with getting this incident report either completed and or send to myself via email.

P01 P01 P01 [redacted]
 P03 [redacted]
 Mobile: P03 [redacted]
 Kind regards

P01 [redacted]

P01 [redacted] | Assistant Director

Phone: P03 [redacted] | Email P05 [redacted]

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