



## View results

Respondent

26 Anonymous

10:49  
Time to complete

### 1. Full name

P01P01

### 2. Phone number

P03

### 3. Email \*

P03

### 4. What is the name of the Service you wish to complain about? \*

Hearts and Minds Mckellar

### 5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? \*

Yes I have, on several occasions I have voiced concerns of my daughter at this service.

on each occasion I have received blanket statements and generalised answers to my complaints, nothing has changed.

The centre have no turned this issue onto myself and my 4 year old daughter stating they can do nothing further and we are more than welcome to leave the centre is we are dissatisfied with the service

### 6. What is your relationship to the Service? \*

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? \*

18 months approximately

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). \*

Multiple incidents on multiple occasions over the last 6 months

9. If there has been a delay in reporting, please state the reasons for the delay.

I was advised that the centre would be dealing with the matters internally

10. What are the names and date of birth of the children involved in the incident?

P01 P01 P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

Multiple staff members within the centre - Centre director P01 P01 COM P01 P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

*What happened?*

*Where did it happen?*

*Has it ever happened before?*

*Who was present?*

*Who was involved?*

*Have you discussed the incident with anyone else?*

*Has any action been taken?*

Multiple injuries caused by other children in the centre, biting, pushing, scratching, hitting my daughter with objects such as a broom.

all incidents occurred at Hearts and Minds Mckellar

Yes Ongoing

Educators ( I was advised they were present however I do not believe that they were paying attention)

My daughter, multiple other children and educators.

I have discussed with the centre manager, all staff and the chief of operations

The centre believes they have taken action - however they are now making accusations that I have been intimidating towards staff (I have only ever asked how this keeps occurring and why they are not intervening quicker) I have never yelled or raised my voice, however have obviously voiced my frustration that my daughter is not being adequately cared for

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to [complaintsCECA@act.gov.au](mailto:complaintsCECA@act.gov.au).

yes - will request all documents from the centre in terms of incident reports