

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

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| Date completing form: | 05/01/2024 |
| Time completing form: | 11:50am |
| Your full name: | P01 [REDACTED] P01 [REDACTED] P01 & P01 [REDACTED] |
| Date of birth | P02 [REDACTED] |
| Contact details: (phone and email) | P03 [REDACTED] P03 [REDACTED] |
| Service to which the complaint relates? | Children holiday program, Kids biz Gungahlin |
| Has the complaint been raised directly with the service? If yes what was the response? If not why? | Yes we did, They denied of any help or cooperation. Giving Non logical reasons |
| Complainant's relationship to the service (how long have you had an association parent/educator for)? | Our children enrolled in the service. They went to the holiday program for one day and later they cancel the registration |
| Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes? | 03/01/2024 |
| If delay in reporting, reasons for delay? | Its on time |

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| <p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p> | <p>P01 P01 P01 P01</p> |
| <p>Age of Children (DOB if possible and relevant?)</p> | <p>P01 P01 P02 P01 P01</p> |
| <p>Name of educator(s), staff member(s) or other persons involved?</p> | <p>Kids biz P01 P01</p> |
| <p>Details of the incident/issue:</p> <p><i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i></p> | <p>I enrolled both of my kids P01 P01 into kids biz Gungahlin on 21/12/2023. P01 who has P05 I was searching holiday program for her where services accept P05 When I Googled it kids' biz was come on the top of the search where it clearly says they accept P05 and P05 I call them straight away and told them P01 has P05 if its okay they welcome her and said we do accept P05 do registration ASAP as we have limited spots. Furthermore, they mention they have trained staff and on excursion day they provide extra staff, so you don't have to worry. I did the registration and, in the registration, form I mentioned what help P01 might need. They accepted the enrolment and deducted the money even before the children go for the first time. On the first I dropped the kids around 11am and mentioned at the reception that I will pick P01 at 2:30pm as she has P05 around 3 o'clock. They had excursion program that day by going into Questacon. I went to Questacon to pick P01. When I was there to pick P01 staff member and supervisor told me there we can't accept P01 as its hard for us as she doesn't follow instruction and she doesn't listen I replied yes I know as she has P05 you have to stop her before giving her instruction she doesn't hurt someone nor herself. "you are telling me now you can't accept her from tomorrow " he replied the admin will email you later and you need to talk to our admin. I said okay and left. Later I received a call from P01 P01 (not 100% sure if it was him). He started the conversation very rudely by saying we can't accept P01 from tomorrow by giving the same reason as the other staff as another 15 year old staff said the same. I said she was only there for few hours you have to give her some time to adjust it. Its too early to decide and also you had accepted previously that you accept P05 how come you are denying it now! He said P01 was not listening sorry we can't accept it from tomorrow we will remove it from our website that we accept P05 I replied you are doing it now but when I was enrolling P01</p> |

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| | <p>It was there you must gave us some time to find other services as we didn't make any arrangement yet. Its short notice he said we are giving you your money back. I said its not about the money we both husband wife has office tomorrow and the days after we can't manage it now. He said not my problem, but I can't do anything I can't gave her one to one staff. We had the conversation lasts for about 20 minutes during all that time P01 and P01 both requested to gave us enough time to find another service, but they said Sorry we can't do it. Seriously, when call ended, I saw tears in P01 eyes and I myself was very upset and stressed. As why P01 has been treated differently, she is not aggressive child. She is very calm she might not listen initially as she is not use to the staff she has to be given enough time to get use to the staff and environment. Out of frustration I gave them 1 star on google review. After an hour I received an email from P01 by saying he is cancelling P01 enrolment as well as we have given them 1 star on google review and will no longer be able to register with them in future. That email was very stressful and rude for us that's why we want to take further action and need help.</p> |
| <p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p> | <p>Yes , we had few email exchanged and I will attach the emails</p> |
| <p>If necessary would you be prepared to make a statement?</p> | <p>yes</p> |
| <p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p> | <p>I will attach all the necessary documents. Snip of the emails below</p> |