

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:	18/9/2020
Time completing form:	
Your full name:	P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	Mobile: P03 [REDACTED] Email: P03 [REDACTED]
Service to which the complaint relates?	Nido Early School Franklin ph 02 6189 1037
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, she told me not to bring her to Day Care if I didn't want too.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	P01 [REDACTED] has attended Day Care for over 1 year.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Happens all the time, but this complaint relates to 18/9/2020 at 8:40am
If delay in reporting, reasons for delay?	



Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 [Redacted]
Age of Children (DOB if possible and relevant?)	P02 [Redacted] (3 years old)
Name of educator(s), staff member(s) or other persons involved?	
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i></p>	<p>Nido Day care consistently allows sick children to attend Day Care on the Day of 18/9/2020 I dropped my daughter off and noticed there was a boy with mucus running down his face. I asked the manager if his temperature had been taken and if he should be there. She said temperatures are always taken (I have never seen any temperatures taken)</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	
If necessary would you be prepared to make a statement?	Yes
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	<p>I asked P01 [Redacted] the manager to send a email to parents asking them not to drop off children that are sick. My daughter is always getting sick after attending Day & Care.</p>

I was concerned about the welfare of my child so I called my husband to pick her up, because I had to work. I question P01 [Redacted] about the child and she told me he has a medical condition. I do not think unwell children should be allowed to attend Day Care.