

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:	10/10/2022
Time completing form:	9pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	Ph: P03 P03
Service to which the complaint relates?	Anglicare At Franklin School
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Parent using service since Feb 2018.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	13/09/2022
If delay in reporting, reasons for delay?	Centre does not care or take complaints seriously. Complaints get raised directly with centre and centre takes no action and the same/ similar issues just keep occurring.

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	N/A
Age of Children (DOB if possible and relevant?)	N/A
Name of educator(s), staff member(s) or other persons involved?	UNKNOWN
Details of the incident/issue: <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>	I was leaving school grounds at approx.. 4pm on Tuesday 13th September 2022. Witnessed a staff member head down scrolling on personal mobile phone. Ignoring students in the area of the playground she was supervising. This is not the first time I have witnessed this behaviour from staff. Raised with centre previously and was advised staff were spoken too, same issue re-occurs.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Not on this occasion. Previously raised with centre via phone.
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)?	No.