

**From:** P01, P01, p01 <P01P01>  
**Sent:** Friday, 24 July 2020 12:23 PM  
**To:** EDU Complaints CECA  
**Cc:** P01, P01, WO1  
**Subject:** 200724 - Complaint about OSH child care [SEC=UNCLASSIFIED]



UNCLASSIFIED

Good afternoon

I would like to make a complaint about Campbell Primary School Afterschool Care centre (CASAC). I want to be clear the primary school is wonderful and supportive for our children, but the before and after school centre CASAC, is causing myself and the children's father concern, and I fear that my son is being hurt.

Since the P&C committee took over running the centre, the level of care has dropped and my child is fearful and stressed about attending.

- He is picked on by another child, (physically and verbally)
- He has come home on more than one occasion with bruises to his face, nose and ears
- We taught him to walk away and seek out a staff member for help
- The child follows him and continues the abuse
- The staff blame my son
- So this week he took an old mobile to school and when it happened again he filmed it to show the OSH staff to prove what had happened
- The OSH staff members reaction was to get angry with my son and tell him off for filming the abuse and demand that it be deleted

Last year my son fell off the playground equipment and broke his arm

- The staff waited more than 45mins to call me
- I was told by one of the directors when I arrived "I don't think it broken - he been moving his fingers" "that my son was just being difficult"
- As soon as I arrived I saw my son was pale, cold, clammy and in pain, holding his arm - he didn't want anyone to touch him because of the pain
- As I was getting my son organised to leave so we could get to hospital - they flashed an incident report under my nose - written in blue pen - I told them I would sign it on Monday - when I got back on Monday it rewritten in black and different handwriting and the details of what happened had been changed
- My daughter was also at the centre when my son was hurt and witnessed the lengthy delay in calling me after the accident
- I asked to see the original report - but it had been destroyed
- The OSH staff got angry with me because I rang the school and told them that my son had broken his arm on the playground
- They then interrogated my son when he returned to OSH
- And a member of the OSH staff got angry and told me off - because they were missing out on time with their children because they have to deal with my son

Not long after this a second child was also injured at CASAC and same thing happened

At the end of last term my husband and I both got an email with 3 incident reports attached at after 5pm, sent to our work accounts, incidents which we knew nothing about. This happens a lot - the OSH won't tell you anything when you pick up your child and then email you about it.

Any child who is different or has a disability seems to be singled out by the staff, ( other parents feel the same way)

- Not long after starting school my son was diagnosed with a condition which P05
- The previous person who ran the centre had no issues giving my son the first tablet of the day
- When the new directors took over – they wouldn't give the tablet properly to him of a morning , complained about doing it and eventually refused to do it and stated if our son wasn't medicated before he got to OSH he couldn't attend
- I have previously provided both the school and the OSH centre copies of my child's diagnosis and details of his treating doctors
- While the school has gone out of its way to help my son and to adapt practises to support him - the OSH centre, has not. It is the reverse he is teased by other kids, I have seen the staff stalking him in the playground badgering him
- I have on more than one occasion arrived to find my son standing in a corner, so stressed by whatever has happened he is non communicative. When I ask the staff they have no idea
- I asked them to provide quiet time or a quiet area for the kids to unwind after school and their answer was to get my son to sit on the floor of the tiny office – which is also what they do for kids who are in trouble ( making my son feel like he is in trouble)

Im hoping you can help me and my children and all the other parents and kids at the centre by taking my complaint seriously and helping us.

The school has tried to help but the OSH centre does not come under the control of the school – so their hands are tied.

As working parents we need to use OSH care, I don't want to have to move schools – because the school is excellent – but I can't resolve this and it shouldn't be like this.

No child should have to feel scared of going to school or care.

Yours Sincerely

P01 P01  
(P01's Mum)

P03

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