



## View results

Respondent

39

Anonymous

12:24

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email \*

P03

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

Isabella Plains Childcare & Education Centre

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, manager brushed it off..

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? \*

2 years

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

Multiple dates, from morning my child had got sunscreen in his eyes. He suffered with this all day, grandparents picked him up & noticed his puffy eyes & the staff not even acknowledged this or explained why he's been crying all day!! My partner & I have noticed over the period of 2 years the lack of empathy towards certain children & the childcares frequency of staff replacement.

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

We were expecting the day care would take a more proactive response. I as the father have noticed on 3 times the lack of care this useless childcare centre has given its children, not to mention the daily basis of which the grandmother has noticed!!

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

P01 P01

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

I'm not sure their names, but I can easily point them out!!

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?*

My child no longer feels safe going to this Childcare!!

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).

Yea I do have photos, he's come home crying frequently!