

### 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](mailto: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:	8/12/2022
Time completing form:	12:17pm
Your full name:	P01 P01
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Denman prospect early childhood education centre
Has the complaint been raised directly with the service? If yes what was the response? If not why?	No, because person on other end said they had to go and simple hanged up. Refused to speak to me.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	No prior contact. Oldest child attends the centre
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Morning of 8/12/2022
If delay in reporting, reasons for delay?	
	P01 P01 P01

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	
Age of Children (DOB if possible and relevant?)	3. Born P02 [REDACTED]
Name of educator(s), staff member(s) or other persons involved?	
<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>Ring up to get some information regarding P01 [REDACTED], person on other end refused to speak to me and hanged up. Centre calls P01 [REDACTED]'s father who then P05 [REDACTED]</p> <p>I am excluded from all communications regarding P01 [REDACTED] at centre even though I have full parental rights. There are NO court orders regarding P01 [REDACTED]. Even though I live close by, I'm not listed as emergency contact. The person listed doesn't even live in ACT and doesn't have a vehicle so wouldn't be able to collect P01 [REDACTED]. I have several other concerns as well... one such concern is the apparent lack of appropriate intervention for P01 [REDACTED]'s speech and hearing difficulties and failure to P05 [REDACTED] P01 [REDACTED]'s P05 [REDACTED]</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	No notes taken but hoping to engage ADACAS to help sort out issues.
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)?	