

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:	11/12/20
Time completing form:	1100 hrs
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Deakin Preschool
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, they disagreed that there were any issues.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Parent. Just enrolled.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Ongoing issue relating to safety and security
If delay in reporting, reasons for delay?	N/A

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>Our concern is our daughter, but relates to the welfare of all the children at the preschool</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>3-4yrs</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	
<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>Discussed on the day Thursday 26 November with Deputy Principal P01 P01 who advised me that they haven't had any issues to date, and the school is located in a nice area.</p> <p>Followed up with email to Principle P01 (See original email previously submitted outlining all details.)</p> <p>My partner then contacted Principle P01 who stated no one else has raised any concerns and they have adequate teacher to student ratios monitoring the playground.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>See original email previously submitted.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	