

View results

Respondent

23

Anonymous

09:36

Time to complete

1. Full name

P0P01 P01

2. Phone number

3. Email *

P03

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

Gunghalin Montessori Academy

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. "We will ensure it doesn't happen"

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? *

3 years

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

First three incidents happened between June-August, recent incidents have happened between end of August to September

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

Was scared to report as I am an ex employee of the service, and am just now a parent to a child attending the service.

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

P01 P01 P02

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

P0P01 (Centre Director), P0P01 (Area Manager), P01 P01 (2IC) and Infant 2 Educators.

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?

I have received numerous incident reports with other children's name stated in the report.

My son's name has been expressed to families regarding biting incidents. This has been passed on to us from the parents, telling us that educators have directly told them that P01 (my son) has bitten their child. That they have laughed at my son when mentioned by parents, and have not denied my son's involvement when asked by families.

We brought the concerns of the incident reports in a meeting we had with management, to which we were told that this will not happen again (at the time we were unaware that parents had been informed of our sons name and involvement of biting their child).

This centre is completely unprofessional and holds bias against my family, due to me P01 previously working at the centre.

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.

I have incident reports with children's names stated in them, however, do not wish to break confidentiality.