

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:	10/10/2022
Time completing form:	9pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	Ph: P03 P03
Service to which the complaint relates?	Anglicare at Franklin School
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Parent since Feb 2018
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	1/08/2022 Approx 3-3:30pm.
If delay in reporting, reasons for delay?	Reported to centre the next day. Unhappy with centre's handling of this situation and every other situation that occurs on a regular basis.

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 P01 P01 P01 1 other child- name unknown
Age of Children (DOB if possible and relevant?)	Unsure, children are in year 2 so approx. 7 and 8.
Name of educator(s), staff member(s) or other persons involved?	P01 - Staff.
Details of the incident/issue: <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>	My son P01, claims other boys were shouting out “sexy boy” and then knocking him to the ground and laying on him. P01 said he was not participating in this game, rather it was happening to him. This incident resulted in P01’s glasses being broken beyond repair. P01 states that the incident happened right away when he arrived at after school care from his classroom. That there was no prior warnings from staff about rough behaviour that day. (to him anyway). P01 (my daughter) also confirms this timeline as she said that she didn’t see the incident as she was still on her way to after school care and P01 was already upset when she arrived. P01 says that he spoke to P01 immediately after the incident and again after he realised the extent to which his glasses were broken. P01 advised him both times to play in the quiet area. P01 approached P01 afterwards and also advised the quiet area. I was not approached by any educators when I arrived to pick up my children, there was no mention of an incident or request of me to sign an incident report. There was no known consequence or action taken towards other children.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I called the centre the next morning and reported to director. She was not aware of the incident. She then took the rest of the week to follow up with me. I also reported to the school but they were uninterested as it happened at after school care. Yes.

If necessary would you be prepared to make a statement?	
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	Yes, please see attached email trail.