

### 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:	1/9/22
Time completing form:	12:08pm
Your full name:	P01 P01
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Narrabundah early childhood services
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Concerns has been spoken about and dismissed by P01 P01 and I had to removed my eldest child after safe concerns due to another child bullying and harassing him for a year straight. After the new concerns I've tried to contact both P01 and the CEO P01 and have got the run around that everyone is busy.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	My youngest child has been attending this centre since late 2017 – current and my eldest child from 2019 – 2021
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	December 2021 – after a year long battle with my son being physically, emotionally and mentally abused by another child and no consequences for the child due to the “inclusion rule” my child then stood up with inappropriate words after this child choked my youngest child(5) and he was immediately ask to leave the centre upon speaking to P01 P01 she stated my child is no angel either and out of the kindest of

	<p>her heart she put down the last day my son attended as the last day so I don't get charged for fees. After claiming she has a number of incidents reports about my child to which they still haven't provided to me.</p> <p>March 2022 – a parent whoms child attends comms at work violently approached me in the car park and started screaming at me about me parking under the light as it was not a legal park I then went to P01 crying and scared this man then started taking photos and appouched of my car, my then 8 yr old and 5 yr old and myself while P01 just stood there and I was left to defend my kids and I. This man has gone onto verbally attack 4 other parents to the point the school principal P01 P01 has stepped in to protect the parents of the school and the police are now involved, as of yet P01 as far as I'm aware has not stepped in.</p> <p>29/8/22 – I witnessed a parent putting a baby and a small child into a Ute with only two seats and no child seats I mention this to a worker what just happen and she immediately went and told P01 the following day 30/8/22 the same parent went to get into this Ute with his baby and small again I told P01 he is putting that baby and child in the Ute again, P01 to quote said nothing I can do, it's police matter. I had spoken to that dad and ask him not to put the baby and child into the ute and that I would call the police if he did, this man was very reasonable and walked home. P01 then told me not to speak to this man as he is a very nasty man.</p> <p>31/8/22 – I arrived to pick my child up from after school care along my arrival I went to the toddler room to get my child within seconds of me being in the room P01 appeared in the room told the educator let's go and left myself and two child standing in the toddler room with no stuff then as I was walking down the hallway in disbelief, a stuff member came out of the infant room and asked where P01 was I stated she left this poor young stuff was confused and unsure what to do. I end up talking talking to the duty principal on my way out, the young stuff member left.</p>
<p>If delay in reporting, reasons for delay?</p>	<p>As I've witnessed just what happens when someone stands up for themselves or child for example a young educator was being intimate by P01 and P01 when this young stuff member ask for it to stop and it was not ok for her to being treated in this matter, P01 then took it upon herself to call that young ladies next of kin and state that the young lady wants to harm herself and she need a mental health</p>

	assessment immediately. So i was also scared what the consequences would be for my child if I report the incidents.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	<u>P01</u> <u>P01</u> <u>P01</u> – <u>P02</u> <u>P01</u> <u>P01</u> <u>P01</u> – <u>P02</u>
Age of Children (DOB if possible and relevant?)	
Name of educator(s), staff member(s) or other persons involved?	<u>P01</u> <u>P01</u> <u>P01</u> <u>P01</u> <u>P01</u> (unknown)
Details of the incident/issue:  <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>	As above
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	No however i did speak to multiple staff member at Narrabundah childhood school as my child attends school there. <u>P01</u> <u>P01</u> and <u>P01</u> <u>P01</u> are very aware of the situation and the multiple incidents. Also happy to get my phone records to show the multiple phone calls relating to the bullying of my child then removal of my child and <u>P01</u> <u>P01</u>
If necessary would you be prepared to make a statement?	Absolutely.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	I just want to note that I know there will be consequences for finally speaking up and I'm willing to deal with them as they come but the moment I feel my child will be the target of those consequences I will be getting the police involved immediately.