



From: e01 P01
To: [EDU.Complaints.CECA](#)
Subject: Childcare complaint
Date: Saturday, 13 July 2024 1:57:31 AM
Attachments: [Screenshot_20240713_013352_Calculator.jpg](#)
[Screenshot_20240713_013316_Gmail.jpg](#)
[Screenshot_20240713_014429_CommBank.jpg](#)

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Hi

My child goes to bright future early learning in kambah.

I've been having issues for weeks as staff aren't listening to myself as a parent.

They aren't listening to me about his dietary requirements.

He's having a reaction to the oil and has runny poos so instead of listening when i say no oil in his food they kept giving it to him so then i packed a lunch a sandwich and two hot dogs they gave him half a sandwich said he was still hungry and gave him their cooked lunch and when i questioned why they wouldnt give him all the food i packed they said they didnt think he should be eating it and thats why but i though im his mum not them amd also they are giving my son less in his bottle as that's what they think he should be having but that's ridiculous as he's my son not there's but yet they are not listening to myself as a parent and they are doinv whatever they wish to do and now they are over charging me,

My son goes 4 days one week and 3 days another week they take money fortnightly

With the ccs I should be paying around \$19 a day which all together that's \$136 a fortnight instead they have charged me \$280.39 and additional charge of \$19.95

Now that's absolutely ridiculous

Attached is 3 photos