



View results

Respondent

109 Anonymous

20:26

Time to complete

1. Full name

2. Phone number

3. Email *

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

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? *

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? *

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

26th May, 11th June and 18th June

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

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

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

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?

My son came home with visible marks on his head and his body on 26th May, 11th June and 18th June, but I did not receive any communication or contact about the incident. We raise our concern with educators the following day with photo evident but we have not received any reasonable explanation or follow up yet. During drop off and pick up time on multiples occasions, we have observed that the service does not appear to be meeting the required educator-to-child ratios. In particular:

- At times, only one educator has been left in the room (Nursery room) supervising 6 to 7 children while the other educator is attending to other duties elsewhere, outside of the room.

-During pickup times, we have been seen upset or distressed children ,but there were not enough staff available to provider proper attention or support.

-There occurrences raise concerns about the level of supervision and the quality of care provided during these times.

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.