

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:	9:30pm
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?	Week of 25 th July. My daughter attends long day care Mon- Wed and drawing came home the Wednesday of that week, but I am unsure what day the drawing occurred.
If delay in reporting, reasons for delay?	Reported to centre right away. Delay in this report as I am tired and frustrated by the continued lack of care and continued issues at this centre.

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01
Age of Children (DOB if possible and relevant?)	2.5 years
Name of educator(s), staff member(s) or other persons involved?	P01 - room leader P01 educator P01 - educator Other casual 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 daughter P01 brought home a drawing from day care. Her name was written on both sides of the drawing by various educators. Both times her name was spelt incorrectly. My daughter knows how to spell her name, so this could have been confusing for her and shows a complete lack of care and attention to detail on the educators behalf.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I took photo of the drawing and emailed it to the centre director.
If necessary would you be prepared to make a statement?	yes
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	Yes, Please see email trail and copy of picture showing incorrectly spelt name.