

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:	20/3/24
Time completing form:	09:15 hrs.
Your full name:	P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED]
Service to which the complaint relates?	Coombs early learning center.
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes. S They said they will start their investigation
Complainant's relationship to the service (how long have you had an association parent/educator for)?	My kids started childcare from Jan 8, 2024.
Date/time of incident/issue to which the complaint relates. If unknown, approximate timeframes?	Multiple incidents that were completely neglected by staff. 29/1/24 - Bruise on (L) eye socket 29/4/24 - Raised / eye brow 4/3/ - Bruise on back 6/3/24 - Brutal bite on (L) arm + 8/3/24 - Bite on wrist (L)
If delay in reporting, reasons for delay?	→ Have been inconsistent touch with teachers but no action.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 [REDACTED]
Age of Children (DOB if possible and relevant?)	P02 [REDACTED]

P01 [Redacted]

Name of educator(s), staff member(s) or other persons involved?	P01 [Redacted]
Details of the incident/issue: 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?	- Multiple incidents. - 29/1/24 - Bruise on (L) eye socket - 29/4/24 - red dot on forehead & red and raised eye brow - 04/3/24 - Bruise on Back - 6/3/24 - Brutal bite; skin ripped. - 8/3/24 - Another bite on (L) wrist. - Have been talking to teacher constantly. - Nil action taken. Only after I send email to manager got response that they will investigate it.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	- I have photos. Have been in contact with teacher P01 [Redacted]
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)?	- Email sent to manager on 18/03/24. - No incidents for any of the accidents were attended despite request.