

View results

Respondent

103 Anonymous

06:30

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

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

CUBS corner

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? *

Yes, multiple times. This particular issue has been consistent for atleast 6 months now.

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? *

2021

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

Tuesday 10th June 2025
Approx 4:50 pm

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?

P01 P02
The remainder of Bears room children

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

Staff on duty? All staff

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?

Children are left with no access to water at all. The trolley of water bottles are left in a completely different room/area than the children. This has been on going for too long now.

On Tuesday 10th of June 2025, I went to collect my daughter P01 and noticed the bears rooms trolley of water bottles was left in the dining area with the childrens bags. All the children and staff were in the lions room (next to the kitchen) hearing plain Crackers a a late afternoon snack.

I did not speak to the centre regarding this incident on this day as its been ongoing for quite some time now and the staff have not taken any actions to improve.

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.

I have an image (I captured a photo) of the trolley in the dining area with the water bottles in it.