

From: Cropper, Brian
Sent: Tuesday, 7 December 2021 9:56 AM
To: P01 P01
Subject: RE: Complaint
Attachments: Direct Complaint Form - Online Submission.doc

OFFICIAL: Sensitive - Legislative Secrecy

Dear Mr P01,

Thank you for contacting CECA with your concerns.

I am an Authorised Officer for the ACT Regulatory Authority (CECA) under the *Education and Care Services National Law (ACT)*. Part of my role is to carry out initial assessment of complaints and notifications.

To assist in assessing your complaint, it would be appreciated if you could complete the attached Direct Complaint form with as much detail as you can recollect, and return it to the address on the form.

Regards

Brian Cropper | Senior Investigator
Phone 02 62071104 | Email : brian.cropper@act.gov.au
Education and Care Regulation and Support | Education Directorate | ACT Government
Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601
www.act.gov.au

From: P01 P01 <P03 >
Sent: Monday, 6 December 2021 5:46 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Complaint

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Good afternoon

I would like to raise a concern of a childcare centre that my child is attending.

First I would like to raise the concern of the cleanliness of the centre.
The centre is filthy everyday that I take my child and is not a good look for parents when dropping off their child.

There bathrooms are disgusting and you can see mold/scum building up on the walls under the air drier

The floors appears never mopped

The toilets are not the best either.

The play areas inside the centre is a absolute disgrace nothing is tidy nothing appears to have been moved from the previous day.

The front door going into the centre is never cleaned and just this morning I notices the floors not even mopped.

With the growing concern of the covid in the country this is a big concern.

I've been in the cleaning industry for 23 years and this centre should be shut and given a very good clean and should possibly given notice.

2nd issue I have is that they seem to not care about the children appearance when they have eaten or some stuff coming from the child's noes.

3rd I have a issue with is that when an incendent had accused that they ask the parents to sign the papers and never giving a copy of the report to the parent after the request of a copy.

Yes I can understand that kids can be sometimes be kids though this centre just appears to have no care even if there was a conversation.

The centre of concern is Montessori Gungahlin ACT

Please could this be actioned or advise me on where I need to go to have this complaint taken seriously.

Kind Regards

P01 P01