

From: [EDU Complaints CECA](#)
To: [Cropper, Brian](#)
Subject: FW: Complaint - McKellar Cottage and Keyorris
Date: Thursday, 13 October 2022 1:56:09 PM
Attachments: [20221013_CECAComplaint.pdf](#)
[Email 1.pdf](#)
[Email 2.pdf](#)
[Email 3.pdf](#)
[Email 4.pdf](#)
[Child Profile 2020 \(1\).pdf](#)
[Email 5.pdf](#)
[Email 6.pdf](#)
[Email 7.pdf](#)
[Email 8.pdf](#)
[Email 9.pdf](#)
[Email 10.pdf](#)
[McKellar Cottage - Request to change lights.jpg](#)
[McKellar Cottage Debitsuccess DDR \(1\).pdf](#)
[Enrolment Agreement.pdf](#)

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From: [P01 P01](#) <[P03](#)>
Sent: Thursday, 13 October 2022 12:22 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Complaint - McKellar Cottage and Keyorris

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Dear CECA,

I am writing to lodge a formal complaint about McKellar Cottage and Keyorris Pty Ltd. We removed our son from McKellar Cottage on 01/08/2022 after finding him completely unsupervised and distressed at the front gate or the premises. Since raising the complaint with Keyorris (the children's services company who own McKellar Cottage), we have received diabolical customer service, and to this date, have received no commentary on what happened that day. Instead, the company have informed us that our \$500 bond would be retained plus two weeks of additional fees (\$500).

Attached, I have outlined a detailed description of my concerns, along with all communication that we have had with McKellar Cottage and Keyorris. I also have a log of recorded calls with them, please let me know if you would like this also.

Apologies for the extensive amount of documents to review, we have had an extremely hard time getting any response from Keyorris who have made this whole situation very stressful.

We greatly appreciate your assistance. Please let me know if there is anything

further you need from me.

Kind regards,

P01

P03