

### 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](mailto: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:	20/04/2022
Time completing form:	10:35
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Petite Early Learning Journey Barton
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	I received multiple promises both verbal and written once stating that the necessary actions will be taken to prevent further incidents. Unfortunately the tasks have not been followed by staff and my child got hurt again, I emailed again and requested a step by step document of the next steps they are taking to prevent further incidents which to I received a call from the Operations Manager who stated that staff has resigned because they feel intimidated and fearful for their safety.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	My daughter has been attending this centre since March 2021.

<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>Numerous incidents – still waiting for incident reports to be emailed to me</p> <p>Latest issue is from last night – 19/04/22 - phone call from the op manager</p>
<p>If delay in reporting, reasons for delay?</p>	<p>Very clear communication break downs between staff</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>Not entirely sure – perhaps all the staff</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>My daughter has been getting hurt almost on a weekly basis, Scratched, pushed, bitten..</p> <p>9 times out of 10 is the same child who hurt her.</p> <p>I have raised my concerned with the educators and staff multiple times and was always reassured that children's safety is their no.1 priority and they will take appropriate actions to prevent further incidents.</p> <p>2 weeks ago my daughter was scratched in the face again.</p> <p>This has happened over a handful of times now, by the same child again so I sent an email requesting information of their safeguarding plans and suggested monitoring the children`s nails and noting to all parents to trim the kiddies nails to prevent accidents. This was promised in writing.</p> <p>Not even a week later my child got scratched again in the face and this time it was a rather deep one that will most likely leave a mark for good.</p> <p>I again emailed and requested a step by step guide on how to prevent further accidents and stated that I don't believe that the current educators in her group have the right set of skills or tools and perhaps another educator should be transferred into this room to help her colleagues identify and solve the flaws they are struggling with.</p> <p>I have also expressed my disappointment verbally over the phone to the manager and an educator and asked them to please follow the tasks they were given, such as monitoring the kids nails. I was informed that they forgot to do that despite of it being introduced only the week before.</p>

I went to collect my daughter from school yesterday and nobody engaged with me. The centre manager has told me that her operations manager will be contacting me to have a chat. I asked what their next steps will be to make sure my and other children are safe and she stood up with her arms folded and said, well, the ops manager will have a chat with you first.

So no response to my email or my question.

The operations manager called me in the evening on the 19<sup>th</sup> of April and started the conversation with `We received some resignations because of your intimidating and threatening behaviour` I was taken back by this as I thought my child not being safe was going to be the topic of our discussion. He did not even mention my child once or that there has been ongoing issues regarding her wellbeing. Instead, he kept on telling me that staff has complained and they fear for their safety. I asked why this was not mentioned before and he said well, I am telling you now. I said, if there are allegations where a staff member is feared for their safety, the authorities should be informed so they can investigate.

He then proceeded to inform me that from now on I should not be addressing staff and only speak to the Centre`s director, which is rather difficult as I possibly see her twice out of 10 times a week.

I have never ever threatened a staff member, never sworn or shouted at anyone and I always spoke very highly of the organisation and the educators. Yes, I do believe that some of them are lacking skills and that is why the incidents are happening over and over again but that is not a personal attack on anyone and I have made suggestions to help them better themselves and learn so they can be stronger and more attentive.

I do not ever wish for anyone to resign because of me or because they are scared and it absolutely breaks my heart that I have been told about these allegations.

I took my daughter to school this morning after a very troubled night with emotional exhaustion and spoke to 2 of the educators and I apologised if I ever upset anyone or if I ever made them feel uncomfortable as that is not in my nature and I would never ever cause hurt or pain to anybody. They were confused and shocked and had no idea what I was talking about. They told me they have no idea that anybody has resigned or there were issues or problems other than my daughter being hurt.

I then contacted the police and explained to them that allegedly I have made a staff member resign as she was fearing for her safety and asked them to please investigate

	<p>because I take all allegations very seriously and will not accept being lied about.</p> <p>They said it sounds as the op manager was trying to recentre my focus and perhaps they are hoping that after the emotional breakdown this situation has caused me I will just take my daughter to another school so they will not have to be liable for the reoccurring incidents and having to admit their faults. They suggested I contact you and so here we are. All I would like is to make sure that none of the children get hurt. That they are all happy and safe and the educators are able to do their jobs in a safe and happy environment too.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, happy to provide copies of all emails and notes</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Texts to friends</p>