

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

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:	31 July 2023
Time completing form:	10 am
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Rainbow Cottage Early Learning in Belconnen
Has the complaint been raised directly with the service? If yes what was the response? If <i>not</i> why?	No because I didn't feel comfortable doing it as I feel the Director of the service P01 P01 is aware of it and didn't think anything is wrong.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	P05
Date/time of incident/issue to which the complaint relates. If unknown, approximate timeframes?	24 to 26 July 2023 from 9am till about 3 pm
If delay in reporting, reasons for delay?	The who incident was scary, made me very emotional and anxious

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 who I believe is from Toddler room P01 and P01 who are in Preschool</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>Between 2 and 4 years approximately</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01, P01, P01, P01</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>24th July, just after 9 am, the preschool children were transitioning from free play to morning group time when an educator named P01, standing from the bathroom door, began calling out a child named P01. Because P01 was not paying attention, P01 walked to him and yelled at him, "Why aren't you coming to me?" He pulled P01 by the right arm and dragged him to the bathroom.</p> <p>25th July, around 11:30, the preschool children are having their lunch. P01, my mentor teacher and P01 are standing by the kitchen bench helping the children with the lunch. I heard P01 say to a boy named P01, P05 "I can't take watching you eat! You're disgusting, and your food is disgusting!" in the presence of P01 and all the children eating.</p> <p>25th July, around 1:00, the preschool children were getting ready to go outdoors, and a child named P01 ran outside to play. But because they seem to have a rule that children can't go out unless the teacher said so, P01 who was coming out from the toddler room, chased P01 yelling, "Go back inside or I will fix your ear!" while gesturing pinching P01's ear with her hand. P01 ran back inside; P01 chased him, yelling, "Do you want me to fix your ear!". P01 was so scared of getting his ear pinched by P01 that he was covering his ears with both hands.</p> <p>On 25th July, just after 1, when children were playing in the sandpit, P01 was kneeling when an educator named P01 approached him and yelled, "Sit down!" and shoved him down on his head, making him fall back to sit on his bottom.</p> <p>On 26th July, around 11, P01 yelled in the bathroom, "You're a pain!" to a child she was helping with toileting.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes</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</p>	<p>I can provide observation notes, and email correspondence</p>

you may have that would substantiate the allegation(s)?