

## View results

Respondent

58

Anonymous

06:02

Time to complete

1. Full name

P01 P01

2. Phone number

P03

3. Email \*

P03

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

Bright Future Early Learning

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. The centre was previously named Snow Gum Early Learning Centre and was sold to new owners in May 2024. I am withdrawing my child from the service as they commence Kindergarten this year and they are not acknowledging the two week deposit that was paid on my child's commencement at the service. I have requested a statement of account from commencement with the service in 2020 showing all charges and payments and they are not providing this.

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? \*

Since 2020

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

January 2025

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

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

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?*

The centre was previously named Snow Gum Early Learning Centre and was sold to new owners in May 2024. I am withdrawing my child from the service as they commence Kindergarten this year and they are not acknowledging the two week deposit that was paid on my child's commencement at the service. I have requested a statement of account from commencement with the service in 2020 showing all charges and payments and they are not providing this.

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](mailto:complaintsCECA@act.gov.au).

Can show bank statement with 2x\$1200 payments to the service, one for two weeks of fees in advance and another for the deposit.