

213A
EDU

C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	ACT Education Directorate
Provider Number	PR-00006465
Provider Approval Status	Approved

Service

Service Legal Entity Name	Charnwood Dunlop School
Service Trading Name	Charnwood Dunlop School - Preschool Unit
Service Approval Number	SE-00011175
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Contact Name P01 P01 P01 Contact Phone P03 Contact Email P01 P01 P01
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	Please see below received by Feedback and Complaints on 31 October 2024. Formal Complaint Regarding Preschool Teacher To whom it may concern, My name is P01 P01, and my child, P01 P01 attends the three-year-old preschool at Charnwood-P01 School. P01 P01 is P01's preschool teacher, and since the start of the year, I have encountered ongoing issues with P01's approach to his education and well-being. To provide context, P01 is currently being assessed for P05. One of the professionals involved in his assessment suggested that, while he displays some traits, he may not fully meet the criteria for either diagnosis. Last week, I received forms for both P01 and myself to complete as part of P01's assessment. After giving P01 her form on Friday, she returned it the same day. Upon reviewing her responses, I was upset to see that many of her observations did not match P01's behaviour at home. P01 stated that P01 walks on tiptoes, sings randomly, has an unclear appearance, bullies other children, and does not act his age. She thought her responses might "help" P01 by giving

Submitted By: **P01 P01**



him a higher score. It is unacceptable for inaccurate information to be recorded about my child in this way. Early in the school year, I noticed P01's water bottle was consistently empty at pick-up, despite the summer heat. When I asked P01 about this, as P01 would immediately ask for water, she explained that she had not refilled it. I told her it was unacceptable for any child's water bottle to remain empty during such hot weather. This was just the first of many issues I encountered that did not seem appropriate. Had to also take this higher for this matter to be resolved. P01 was also in the middle of toilet training and would go to school without nappies, as he was doing well at home. However, he kept soiling himself at school. P01 suggested I provide nappies and wipes, as she had other students to attend to, and I reluctantly agreed to avoid adding to her workload. This arrangement set P01 back in his training and lasted from around March to September. During this period, P01 was left in soiled nappies on multiple occasions. Most recently, he was left in the nappy I sent him in from 7 a.m. until 3:30 p.m. I was understandably upset and confronted P01, expressing that this was neglect and warning that if it happened again, I would report it. This was not an isolated incident. This situation led to a meeting with the vice principal and the preschool team leader. I explained that I would no longer send P01 to school in nappies due to the frequency of these incidents, and they responded well, helping create a toileting plan to support P01. He has been attending school in underwear since then. Following this, however, both teachers in P01's room ceased communicating with me, with one moving to an opposite class, replaced by a teacher from another classroom. This created an uncomfortable environment, and I feel unable to openly discuss my concerns with the teachers. I'd also like to add that P01's cousin, P01, who was previously in the same class, experienced similar issues of being left in soiled underwear but has since been moved to a different class. I have other concerns as well. P01 has been excluded from class activities on several occasions, such as playground visits and library time. We have access to class Dojo, where photos are posted of the children's day, and on one occasion, P01 was absent from all pictures despite the activities being ones he would enjoy. When I asked him, he said P01 told him he wasn't allowed to participate. P01 later said he "wanted to stay behind," adding that he doesn't follow instructions and disturbs other classes in the library. Another time, when the class walked to Woolworths, P01 suggested P01 stay behind, claiming he wasn't ready to join the group. She even suggested using a pram for him, though he had not used one in over two years. These instances strongly indicate that P01 is being treated differently, which I find unacceptable. Since P01 has developed more vocal skills, I have become increasingly concerned by what he shares. He recently mentioned that P01 did not allow him to keep his water bottle in class, requiring him to drink outside instead. P01 has also expressed that P01 is often "mean" to him, grabbing his arm, placing him in isolation, and making him stand outside alone for being "naughty." Given these troubling statements, I have decided P01 will no longer attend this class. I am shocked and disturbed that a preschool teacher could treat a child in this manner. Other parents have expressed similar concerns, with some stating they do not want their child in P01's class next year and one even glad their children aren't returning next year due to her behaviour. As a parent, I feel I cannot openly address day-to-day issues with P01, as she becomes defensive, making communication very uncomfortable. I often need to contact the team leader instead of resolving issues with her directly, and I am left in the dark about P01's daily experiences. Further points of concern:

- P01's cousin has mentioned that P01 is mean to P01, describing incidents of mistreatment when asked about his day.
- I have had to reach out to the team leader weekly for issues that could otherwise be managed within the classroom, as P01 has not been cooperative.
- During the first half of the year, P01 frequently called me to collect P01 early due to various "issues." Given the gravity of these issues, I am requesting a



reassignment for **P01** to a different class or that further action be taken to ensure he receives fair treatment and a safe, supportive learning environment. Thank you for addressing this matter. If you wish to further more contact me I am happy to talk and discuss further details with you. I'll leave my contact details. **P03**

P01 **P01P01** Sincerely, **P01** **P01**

Current Actions:

Feedback and Complaints and People and Performance have a process in place for complaints about staff. Accordingly, this matter has been referred to HRBP.

However, as this complaint is about a staff member at a three-year-old preschool, it is also sent to:

- School Operations for information and/or action around their reporting responsibilities; and
- CECA for information and/or action as this a three-year-old preschool.

HRBP

In accordance with agreed process **P0P01** has been responded to as follows:

Your concern has been referred to the relevant business area where the matter will be assessed, and appropriate action taken. Please be assured your concerns will be taken seriously. However, due to the provisions of the Information Privacy Act 2014, you may not be advised of any action taken.

For your action please.

Documents to be submitted later.

Please upload any relevant documentation

Child Details

Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03