



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	
Service Trading Name	Forrest Primary School - Deakin Preschool Unit
Service Approval Number	SE-00011181
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	P01 P01 P03



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

Complaint received: Wednesday 24 November 2021 - 2:30 pm

From: P01, P01 <P03>

Sent: Thursday, 25 November 2021 11:03 AM

To: Fairburn, Janine <Janine.Fairburn@act.gov.au>

Cc: P01, P01 <P03>, P01, P01 (ACTEDU) <P03>

(ACTEDU) <P03, P01>, P01, P01

(ACTEDU) <P03>, P01

Subject: Preschool Complaint

Hi Janine,

Yesterday, Wednesday 24 November at approximately 2.30pm, I received a phone call from P0, P01, preschool parent. She complained that an LSA wasn't wearing their mask when they were inside of the building and also that the same LSA was talking to a parent in the carpark while the preschool teacher was busy supervising students.

I have spoken to the Preschool Teacher, Principal, Deputy Principal and Business Manager (who supervises the LSAs) to let them know about the complaint and how I have managed the issues raised. I have also addressed the issue with the LSA.

The LSA made comments that it was hard to remember to put her mask on and off when they are running an indoor outdoor programme. She agreed to always wear her mask at the appropriate times in the future. She also explained that she was talking in the car park with an EAL/D parent who she couldn't hear very well and had to step out to continue the conversation with him. I reminded her of the supervision requirements and she agreed to remain inside the premises at all times in the future.

I need to report this complaint to ACECQA, as per out complaints procedures. Should I email them directly? Please let me know if I should inform anyone else about this matter.

Regards,

P01
Deputy Principal
Forrest Primary School
p. P03
e. P03

Please upload any relevant documentation

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40597380**
Date generated: 25/11/2021

Name	<u>P01</u> [REDACTED]
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]

Submitted By: P01 [REDACTED] P01 [REDACTED]