

Phone Call



Complaint from parent

Phone Call ID

ACTPC-P03

Status

Completed

Owner

Janine Fairburn

Details

Phone Call Details

Activities & Notes

Phone Call ID

ACTPC-P03

Subject

Complaint from parent

Regarding

CAS-P03

Regarding (Text)

Springbank Rise by Busy Bees

Call From

Janine Fairburn

Call To

Phone Number

P03

Direction

Outgoing

Phone Call Date

29/08/2023

Description

Returned a phone call to P01 P01 on 29/08/2023 at 14:15pm, after receipt of an email referral to call her (refer documents). P01 advised that she wanted to make a formal complaint verbally to CECA as she is P05 so is unable to complete a written form. P01 advised that she is a mum of five children, three of these attending the Springbank Rise at Busy bees - 1 in nursery, 1 in toddler and 1 in Preschool. P01 advised that her Toddler attends 5 days a week, and her infant and preschooler attend Thursdays and Fridays only.

P01 advised that everyday when she drops her children off the following is occurring:
1) Children and educators are attending when noticeably unwell (coughing, snotty noses etc) and that this is causing her children, specifically her infant catching HFM recently and Conjunctivitis about two weeks ago. P01 states that the PR/SE never alert parents that there may be illness at the service unless it meets a number requiring reporting. P01 advised that this is compromising her children's safety and also that of a family member who is immune compromised.

Just this morning, at drop off, she noticed a child with a rash on their face yet the were allowed to attend without question.

2) P01 advised that the Director is always in the Nursery with her own child which is showing favouritism.

3) Educators in the Nursery don't appear experienced enough to get her child to sleep, therefore she keeps being called in to attend to feeding and getting her own child to sleep.

4) Her Toddler child was kept down a class, as he has a P05 whilst all his friends moved up - his development has since regressed as a result of this and now that he is in a class of younger children with no familiar social network.

5) Ratios aren't properly maintained - this is nearly every morning between 7:30am and 8:15am when there is all age groups together in one room for 'family grouping'. P01 advised that she has witnessed at drop offs over last three weeks times when there are only three or four educators with 20+ children to look after.

6) P01 advised that educators are spoken to harshly by management in front of families and children.

P01 advised that she has raised her concerns with P01 P01, but was told that the NS at the SE was highly experienced and there are no problems.

P01 requested that her complaint be assessed, and could she have a call next week to advise her of what direction the RA may take in regard to her concerns.

Additional Details

Date Created	30/08/2023 2:00 PM	Priority	Normal
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Due Date		Category	
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Duration	30 minutes	Sub-Category	
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