



**From:** EDU Complaints CECA  
**Sent:** Tuesday, 13 August 2024 8:40 AM  
**To:** Lindley, OliviaX  
**Subject:** FW: Complaint

OFFICIAL: Sensitive - Personal Privacy

Hey Liv

Can you please put this on the system for me – direct complaint.

Thank you!

Kind Regards,

**Nicole Withers | A/Assistant Director Investigations**  
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Hybrid work locations this week for me are:

Mon	Tues	Wed	Thur	Fri



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**From:** Wijekoon, Tharu <[Tharu.Wijekoon@act.gov.au](mailto:Tharu.Wijekoon@act.gov.au)> **On Behalf Of** CECA  
**Sent:** Monday, August 12, 2024 9:37 PM  
**To:** EDU Complaints CECA <[ComplaintsCECA@act.gov.au](mailto:ComplaintsCECA@act.gov.au)>  
**Cc:** Withers, Nicole <[Nicole.Withers@act.gov.au](mailto:Nicole.Withers@act.gov.au)>  
**Subject:** FW: Complaint

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FY Action

**From:** P01 P01 <P03 >  
**Sent:** Monday, August 12, 2024 8:09 PM  
**To:** CECA <[CECA@act.gov.au](mailto:CECA@act.gov.au)>  
**Subject:** Complaint

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**P04**

Good afternoon,

I am writing to formally lodge a complaint regarding the care provided at Teddybears Childcare Centre, where my children are currently enrolled. Over the past few weeks, I have observed a significant decline in the quality of care and supervision, which I believe is jeopardising the well-being of my child and possibly other children at the centre.

Most recently, my child has developed severe nappy rash, as evidenced by the attached photographs. This is not an isolated incident, but rather part of a concerning pattern of neglect that has become increasingly apparent since my child was transitioned to a new room - polar bears within the centre. Prior to this transition, we had no concerns and we also have no concerns with our daughter's educators.

However, the following issues have now become a norm with Polar bears team;

1. Neglect in Hygiene and Comfort: My child has been returned home on multiple occasions with severe diaper rash, which I attribute to prolonged exposure to wet and soiled diapers. This condition could have been easily prevented with proper and timely care.

2. Exposure to Cold: Just a few days ago, I emailed the centre to raise concerns about my child being left wet in freezing cold conditions. He washed his hands around 2:00pm for afternoon tea and was left until 5:30pm when I picked him. This type of negligence is unacceptable and could have serious health implications.

3. Lack of Supervision and Engagement: Whenever we go to collect or drop children, we have noticed that the educators are frequently on their mobile phones, rather than engaging with the children. The moment they see a parent entering, they quickly put away their phones, which suggests that this behaviour is habitual rather than an anomaly.

These incidents collectively indicate a concerning level of negligence and lack of attention to the children's needs. I have attached photographs that show the severity of my child's diaper rash as further evidence of the lack of care being provided.

I am requesting that an immediate investigation be conducted into the practices and supervision at Teddybears. I am deeply concerned for the safety and well-being of my child and the other children under the centre's care.

Thank you for your attention to this urgent matter. I trust that appropriate action will be taken to address these issues promptly.

Yours sincerely,

**P01P01**