

View results

Respondent

76

Anonymous

07:02

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

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

Woden Valley Early Learning Centre

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? *

No, I'm not the parent of the child I'm reporting about. The parent of the child wishes to remain anonymous.

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? *

The parent and child I am writing about officially started care on 11/03/2025, the period of the complaint was over the prior two weeks of commencement. It was during the times where orientation took place for this child.

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

Within the date period of 24/02/2025 to 07/03/2025

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?

Wishing to remain anonymous as per the parents request.

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?

This child who is 9 months old, was rocked to sleep in a baby swing on the floor of the room, this is not a safe sleeping practice. The child was not moved after they fell asleep and slept in the swing for over an hour.

The staff members heated breast milk that the child refused and over two hours later, the milk was reheated and offered to the child again. This is not safe food practice.

This child came home from an hour and a half orientation, with a large bump on the back of their head. Three staff members were present and none knew what happened or when. No incident report was filed.

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.