

Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to complaintsCECA@act.gov.au

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

Direct Complaint Form - Online

Date completing form:	25/08/2022
Time completing form:	6.30pm
Your full name:	<u>P01</u> P01
Date of birth	<u>P02</u>
Contact details: (phone and email)	<u>P03</u> <u>P03</u>
Service to which the complaint relates?	Gungahlin Montessori Academy
Has the complaint been raised directly with the service? If yes what was the response? If <i>not</i> why?	I have explained our situation and they have declined our request.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Parent/ start date for my child was 20/06/2022.

<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>Tuesday the 16th of August 2022.</p>
<p>If delay in reporting, reasons for delay?</p>	<p>No delay, had to find out where to complain.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 / complaints relate to 4 weeks notice of withdrawal from Centre. My son has been sick most of the time he has been at the centre due to them allowing other sick children in the centre. We are now facing severe financial hardship and cannot meet their terms.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>2 years old/ P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01, P01 P01, P01 P01</p>

<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i></p>	<p>n Tuesday the 16th of August 2022, I contacted Gungahlin Montessori Academy requesting to withdraw my child P01 P01 from their daycare service. We explained our situation which I have attached copies from email and all communication, but they have declined our request. We are in a situation of severe financial hardship and cannot meet their requirements for four weeks notice on withdrawal.</p> <p>I have also attached proof that they have acknowledged in the emails that there are viruses going around with the latest of coronavirus sent on todays email. Our doctor has requested that we do not return P01 back to daycare also because our other child which is eight years old has missed three weeks from school after contracting viruses from P01 also I have pneumonia after being sick for so long which I have contracted viruses from P01. My wife also lost her job because she had to take so many days off work to look after us all as a result from P01 contracting viruses from the daycare.</p> <p>On many occasions when dropping off and picking up P01 I could see sick children around and also drinking from the same water bottles. I had questioned the educators why they had sick children at daycare which they replied that the parents had nowhere to leave them and couldn't miss time from work. Find this very irresponsible from the daycare centre.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes I will attach copies from email and medical certificates and other information I have.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>I will attach everything I have.</p>