

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:	2/07/2022
Time completing form:	10 a.m
Your full name:	P01 [redacted] P01 [redacted] m
Date of birth	P02 [redacted]
Contact details: (phone and email)	P03 [redacted]
Service to which the complaint relates?	Coombs Early Learning
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes! they just said it was just an accident.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Since P01 [redacted] was 5 Months Old.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	8/04/2022/9:20AM (Mentioned on the incident report)
If delay in reporting, reasons for delay?	P01 [redacted] was in cast for six weeks, we were just waiting to get his leg better, which took a quiet long time

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 [REDACTED]
Age of Children (DOB if possible and relevant?)	2 P02 [REDACTED]
Name of educator(s), staff member(s) or other persons involved?	P01 [REDACTED] P05 [REDACTED]
<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>My 2 year old P01 [REDACTED] had a fracture in his left leg. According to child care staff he fell off the swing. He was on the swing with five other children and one was on the ground. There was only one educator looking after more than seven children. On discussion we cannot believe as they said he had a fracture because he had a fall. We need this to be investigated.</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	We only requested them to waive his fee and had a discussion that this can not happen because the swing was very close to the ground.
If necessary would you be prepared to make a statement?	Yes! we can do it if requested.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	We have only incident report which was sent from child care after an incident.