



## C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

### Notification of Complaints

#### Provider

Provider Name	ACT Education Directorate
Provider Number	PR-00006465
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Wanniassa School
Service Trading Name	Wanniassa School - Preschool Unit
Service Approval Number	SE-00011230
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	<b>P01</b> <b>P01P01</b> <b>P03</b> <b>P03</b>



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

16 February 2024:

**Disability Discrimination**

**P01** has been unable to attend preschool since 5 February 2024 when her preschool teacher stated to **P01 P01** (mother) that she could not meet **P01**'s needs without additional staff and supports. While no one has confirmed this, staff will also not confirm that adjustments can and will be put in place. Wanniasa School are excluding **P01** from attending school. Initially the school appeared supportive, and well prepared for **P01** to transition. This shifted to a friendly atmosphere with ample reassurance and placating statements. With no supports in place, **P01** experienced extreme disregulation, ongoing distress, humiliation, and breach of trust. When we put our concerns in writing, the tone of communication with the school shifted to one of hostility, damage control, and 'covering their backs'. Staff will not respond to concerns in writing and are not offering any meaningful efforts to meet **P01**'s needs. Please see (Letter regarding **P01**) in attached. We are seeking advice and guidance from the ACT Education Directorate as to how we can proceed. It took months of hard work to prepare **P01** for the transition to preschool. She is now adamant she will not attend without a parent in the room and has (unprompted) started asking about 'school at home'. We are genuinely worried that if this goes on any longer **P01** will experience further confusion and distress and develop a more serious form of school avoidance. We have attached: - Written summary of our interactions with the school (chronological reference) - **P01**'s **P05**

Copy of Letter Regarding **P0P01** (This is the best outline of our concerns) - Copies of emails sent to Wanniasa School Staff - Copies of email received from Wanniasa School Staff **P01 P01** (Mother) **P03 P01** **P01 P01** (Father)

Please upload any relevant documentation

Bullied by a parent.pdf	Bullied by a parent.
Email from <b>P01P01</b> .pdf	Email from <b>P01P01</b>
Fwd DRAFT RE <b>P0P01</b> .pdf	Fwd DRAFT RE <b>P0P01</b>
Fwd <b>P01</b> .pdf	Fwd <b>'01</b>
<b>P01 P01</b> Psychological Assessment.pdf	<b>P01 P01</b> Psychological Assessment
School Meeting notes- <b>P0P01</b> .pdf	School Meeting notes- <b>P0P01</b>
<b>P0P01</b> Initial Contact with Wanniasa School.pdf	<b>P0P01</b> Initial Contact with Wanniasa School.
<b>P0P01</b> Letter of Concern to Wanniasa School (1).pdf	<b>P0P01</b> Letter of Concern to Wanniasa School (1)
<b>P01</b> Letter of Concern to Wanniasa School.pdf	<b>P0P01</b> Letter of Concern to Wanniasa School.
<b>P01</b> Meeting Attempts.pdf	<b>P0P01</b> Meeting Attempt
<b>P0P01</b> Week 0.pdf	<b>P0P01</b> Week 0.
<b>P01</b> mom ( <b>P01</b> ).pdf	<b>P01</b> mom ( <b>P01</b> )
<b>P01</b> 's mom ( <b>P01</b> ).pdf	<b>P01</b> 's mom ( <b>P01</b> ).



## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>