



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	French-Australian Preschool Association Incorporated
Provider Number	PR-00005834
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	French-Australian Preschool
Service Approval Number	SE-00009776
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 : P03 P01 P01 : P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01, male, P02
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	26/11/2020 and 27/11/2020 From: P03 <P03> Sent: Thursday, 26 November 2020 1:41 PM To: P03; P01 P01 <P03> Subject: Complaint Purple Class Dear P01, As per my phone call to you this morning, P01 and I would like to formally lodge a grievance pertaining to P01's (room leader, purple class) conduct towards us. We write to your office after attempting to resolve matters on several occasions throughout the year, first with the

Submitted By: P01 P01



teacher herself and then informally through your office. The times that we have met with P01 P01 and your office to talk about matters will already be on file. These include: lack of willingness on behalf of the teacher to engage in basic communication with us about our son's day and welfare; reprimanding our son for him being excited to see us at pick up time; talking negatively about us to other staff in the room; speaking around us in French to conceal conversation; and being disrespectful of our request that our son not sleep during rest time. We are no longer willing to tolerate the teacher's rude behaviour, dismissiveness, and passive aggressiveness towards us at drop off and pick up times, that has occurred in plain view of students, parents, and other FAPs staff. The latest occasion when such interaction occurred was 25 Nov 2020 (morning drop off, P01) and 26 Nov 2020 (morning drop off, P01).

Thank you for your prompt attention to this matter.

Kind regards,

P01 and P01

From: P01, P01 <P03>
Sent: Friday, 27 November 2020 10:20 AM
To: P01, P01 <P03>
Cc: P01 <P03>
Subject: Concerns for child safety - Purple class

Dear P01,

It has come to my attention that P01 may be harming P01 in the classroom. I have been told that she has grabbed him by the arm and yanked him, and that she has also told other staff members that he is stupid, and does not understand French, but she will keep speaking to him in French anyway. I have also been told that P01 is making harmful comments about me and P01 to other staff.

I am deeply distressed to learn this information, the most significant being that P01 may be being physically/psychologically harmed in the classroom.

P01 and I would very much appreciate urgent attention to this matter. As you can appreciate, we are not willing to allow our child to remain in such a setting.

If P01 targets children because she does not like the parents, or disagrees with their wishes regarding nap time, or whatever the subject may be, she should not be working with children. I think this type of behaviour merits formal investigation.

Thank you,
P01 P01 & P01 P01

Ombudsman report has been made, teacher has been stood down on full pay while investigation is conducted

Please upload any relevant documentation

Complaints 2020.pdf

Complaint emails from family



Contact Details

Name	P01 [redacted] P01 [redacted]
Phone Number	P03 [redacted]
Email Address	P03 [redacted]