



View results

Respondent

37 Anonymous

23:03
Time to complete

1. Full name

2. Phone number

3. Email *

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

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? *

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? *

Less than 1 year

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

08/10/2024, in the afternoon, around 12:30

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?

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01 P01

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?

P01 P01 is the Educational Leader for the service. She is one of the members in the management team. Her son is in one of the tiny toddler rooms. There was an emergency evacuation for the whole building during children's nap time on 08/10/2024 at around 12:30 pm. Instead of leading the evacuation, P01 P01 went straight to her son's room and grabbed him when the fire alarm sounded. This is very unprofessional. As the educational leader and a responsible person for the entire centre, the primary obligation would be to ensure the safe and efficient evacuation of all children and staff. I understand she is a mother and her natural instinct is checking her own child. But the emergency procedures and policies in child care centres are designed so that every child is accounted for. As an educational leader, staying focused on leading the evacuation, providing clear instructions, and assisting where needed is the most responsible approach. Once it is confirmed that all children and staff, including your own child, are safe, you could then check on your son. This ensures both personal and professional responsibilities are respected during the emergency. Therefore, I would like to express my concerns about this matter.

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.