

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:	23 03-23
Time completing form:	5:00pm
Your full name:	P01 [redacted] P01 [redacted]
Date of birth:	P02 [redacted]
Contact details:	P03 [redacted]
(phone and email)	P03 [redacted]
Service to which the complaint relates?	Coodstart early learning
Has the complaint been raised directly with the service? If yes what was the response? If not why?	yes - no further information
Complainant's relationship to the service (how long have you had an association parent/educator for)?	worked for organisation from 2017-2022
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Nov/Dec 2022
If delay in reporting, reasons for delay?	Visited GP - made report - did not hear anything after resigning -
Name of children (in full if	Nursery Children



possible) involved in the incident/ issue to which the complaint relates?	
Age of Children (DOB if possible and relevant?)	
Name of educator(s), staff member(s) or other persons involved?	P01 [redacted] P01 [redacted] - admin
Details of the incident/issue: <i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i>	Verbal disagreement between myself and P01 [redacted] slammed freezer door on my arm - followed me throughout service saying "come outside" and refusing to do job duties. (I was PIC) In front of children, staff, visiting parents - no further action was taken
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Reported to manager - was then blocked from emails, correspondence.
If necessary would you be prepared to make a statement?	Yes
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	I was blocked from emails - I resigned due to incident not being managed.