

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:	07 Jan 2022
Time completing form:	1400
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Montessori Academy Gungahlin
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes. Centre manager who was unavailable was emailed complaint (nil response). 2IC of Centre was verbally debriefed by myself regarding concerns during which she admitted fault by educators.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	1 week
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	04 Jan – 07 Jan 22
If delay in reporting, reasons for delay?	N/A

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 P01 P01
Age of Children (DOB if possible and relevant?)	P02 (corrected age 6 months) P01 P05
Name of educator(s), staff member(s) or other persons involved?	Infant room 1 educators, Centre 2IC and Centre Manager
Details of the incident/issue: <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>	About 0830, on 04 Jan 22, P01 began day care at Montessori Academy Gungahlin (MAG). After dropping P01 off to an Educator, the Centre Manager, P01, mentioned that we could call the centre any time to check on P01's progress and confirm he was settled at MAG on his first day. We verbally confirmed with P01 that P01 had a Dairy Intolerance and requested under our paediatrician's guidance that P01 was only to be provided fluids in the form of formula (not water alone) and puree (in the hope that he would gain further weight). About 1030 that same day, my husband attempted to phone MAG to check on P01, however, the phone call was unanswered. A short time later, my husband called for a second time and spoke to an Educator and requested to be informed of how P01 was settling into his new care. The Educator advised my husband P01 was asleep and settled. MAG uses a phone application called Kindy Hub to provide parents with information relating to their child's fluid intake/meals/sleep and daily activities. About 1539 that same day, we received an update from Kindy Hub. The email provided information that P01 had refused two meals, eaten afternoon tea (no details of what puree was provided) and been provided 3 bottles. Two sleeps were recorded totalling 40 minutes. About 1610 that same day, my husband and I attended MAG to collect P01. After a short time in the foyer, we were greeted by a female Educator from Infant Room 1. P05 My husband and I both queried P01's first day, to which we were offered 'he had a good day' with no further details. I continued to question the Educator in relation to P01's refusal to puree, what puree he had eaten and the

limited sleep, and again, **P05** my questions were unable to be answered. My husband and I left the centre feeling confused, uneasy and apprehensive to return the following morning.

About 0830 on 05 Jan 22, we arrived at MAG, no staff were present in the foyer and a phone number was provided on the door to call in the case the reception was unmanned. I phoned the number, which remained unanswered. We waited a few minutes with other parents in the foyer for MAG staff to arrive. A short time later, we dropped **P01** off to the Centre Manager, **P01** **P01**.

About 1554 that same day, I received a Kindy Hub update. The update did not include any sleep or food for **P01** that day. This lack of information concerned me immediately and my husband and I rushed to the centre to collect **P01**.

About 1630 that same day, my husband and I arrived at MAG to a foyer that was unmanned with multiple parents waiting to collect their children. After about 5 or ten minutes of waiting, the same female Educator from the afternoon prior returned with **P01**. I questioned her on the information provided in Kindy Hub, and asked whether **P01** had slept or eaten any puree that day. The Educator seem confused by my questions and suggested I check the app. My husband showed the educator the app update which seemed to fluster the her. We again asked whether **P01** had been fed puree that day, to which she said yes, however was unable to provide any record of such and **P01** had no evidence of puree on his face, clothes or hands as he usually would. I asked what he had eaten, and she told me what he *could* have eaten (pumpkin, sweet potato), and what a puree is, however, she was unable to confirm what, when or how much he had eaten that day. The educator informed my husband and I that **P01** was the only baby having puree and she was sure he had been fed and she had not recorded it as he was the only one. The Educator looked confused and questioned whether the child she had handed us was **P01**. This seemed bizarre to me and not in accordance with normal childcare centres we had experienced previously. The Educator requested I bring 7 bottles the next day for **P01** as we had left him in the centre for the day. This seemed excessive for a 6-month corrected baby to have in less than an 8-hour period considering he was supposed to be provided with purees at 3 intervals throughout the day. I asked the Educator if **P01** had slept that day, to which she said yes, however was unable to provide us with further information

(when, or for how long). **P05** was difficult to communicate and I ended up giving up as the conversation was not going anywhere. My husband and I left MAG again feeling uncomfortable and concerned.

About 0830 on 06 Jan 22, my husband and I attended MAG to drop our son off. The foyer again was unmanned, after several minutes and two unanswered phone calls **P01** **P01** attended to us. We advised her that we would like to have a conversation with the Centre Manager in relation to some concerns that we had. **P01** advised us that **P01** was away and that she could assist after she processed other families through the centre. We waited in the foyer until **P01** was ready, and took us through to a private meeting room. My husband and I verbally informed **P01** that we were concerned and unhappy with the lack of communication relating to record keeping (food/sleep) and the Centres almost chaotic handovers between parents and Educators. We informed her that educators were unable to provide records of what our child had eaten or when he had slept the previous day. We stated that we were concerned that should a food be given to **P01** that he had a reaction to, it was important for us to be aware. **P01** informed us that she would pass this information on immediately to **P01**.

About 1043 that same day, I received an email (attached) from **P01** acknowledging our valid concerns. **P01** stated that Infant Room 1 currently had excess Educators present to build relationships and help families settle. The email did not address our concerns nor did it ease our apprehensions.

About 1630 that same day, my husband and I returned to MAG to collect **P01**. **P01**, 2IC at MAG greeted us and provided a more in depth debrief during which she queried **P01**'s Dairy Intolerance. We confirmed he had an intolerance to dairy as per paediatrician advice. **P01** informed my husband and I that **P01** had been given dairy in the form of custard that day. My husband and I were annoyed and perplexed at how many fundamental safety procedures could be overlooked at this particular childcare centre, with little regard to the bigger picture.

About 1700 that same day, I drafted and sent an email to **P01** advising her of the issues and informing her that we had made the decision to withdraw **P01** from MAG effective close of business 07 Jan 22 as we were no longer confident the service was responsive to our family's needs and in our opinion,

	we could not be assured that P01 was safe during vulnerable periods such as sleep and meal times. I did not receive a response. About 0930 on 07 Jan 22, my husband and I attended MAG for P01's last day at the centre. We were greeted by P01 who appeared to be unaware that we had requested to withdraw P01 from the service. We informed P01 in the foyer that we requested P01 to be withdrawn from MAG and asked whether there were any further steps that were required. P01 took P01 and I to the meeting room and brought P01 in to discuss P01's withdrawal. Both P01 and P01 agreed that the complaints we had put forward were not acceptable and they would withdraw their children from the service if they were in our position also. P01 confirmed P01's meals had not been recorded all week and that she was chasing up various reporting in relation to P01 since he had attended the centre. P01 advised MAG required 4 weeks-notice prior to withdrawal, regardless of whether the service was at fault. I requested a copy of their full policy and procedures to read to which I was questioned which particular policies I required and was told I could have a photocopy of identified policies on collection of P01 in the afternoon. I requested policies related to food, complaints handling, sleep routines, withdrawal processes, allergy/dietary requirements. I was provided the Montessori Academy Nutrition Policy, Terms and Conditions and Dealing with Complaints (attached). I was advised policy relating to sleep routines (i.e. how regularly educators were required to monitor infants while sleeping) and policy related to food recording/reporting did not exist.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes.
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)?	Yes - enrolment forms stating P01's dairy intolerance. -Screen shots of Kindy Hub -MAG Policy -Email thread from MAG