

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:	07/11/2023
Time completing form:	5.30pm
Your full name:	P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Majura Park Child Care
Has the complaint been raised directly with the service? If yes what was the response? If not why?	I have notified the Director P01 that I will be making a complaint
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Care commenced June 2023
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Multiple
If delay in reporting, reasons for delay?	

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 [REDACTED]
Age of Children (DOB if possible and relevant?)	P02 [REDACTED]
Name of educator(s), staff member(s) or other persons involved?	P01 [REDACTED] P01 [REDACTED] (Owner) P01 [REDACTED]
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>	There has been multiple incidents that have involved our son all of which have been called “unprovoked” both my husband and I have asked and suggested multiple times the use of Auslan and flash cards that have been proven to work in the home have been ignored and we have even been told in a meeting to discuss strategies for our son the its not the schools job to implement such strategies. The children’s care has been terminated without confirmation from my husband or myself P01 [REDACTED] has a diagnosis P05 [REDACTED]
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I have a lot of emails which I will forward with this statement
If necessary would you be prepared to make a statement?	Absolutely. And so will my husband
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	I will include all email correspondence, Drs notes and anything else I find relevant