

P01

From: P01 <P03 >
Sent: Tuesday, 30 January 2024 5:26 PM
To: EDU Complaints CECA
Cc: P01
Subject: Complaint regarding Kids Biz Gowrie

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Hello,

We would like to submit a complaint about Kids Biz Vacation Care at Holy Family in Gowrie.

On Wednesday, 24 February, during an excursion to Limelight Cinemas in Tuggeranong, our child, P01 P02, used a public bathroom unsupervised. She was then unaccounted for an unknown period as she became lost trying to return to her group.

We are extremely disappointed with the Service's response and handling of the situation. P01 was unsupervised, unaccounted for, and exposed to significant risk. We are also concerned by Kids Biz's attempt to dismiss the situation and not follow up appropriately or with the seriousness the situation required.

When the Coordinator called after receiving our initial email, she didn't try to seek any further information, and it was apparent that no investigation had been conducted (or was considered necessary). She provided her side of events and attempted to say she put the words "got lost" in our daughter's mouth. P01 is a very articulate child and gave the same explanation of the incident (to three people over varying periods), including stating "that she wasn't safe" and "they left without me" each time.

While discussing the event with the Coordinator, she said that an educator would have been there, but P01 didn't know who this person was (if they were there) and that they were there to assist and keep her safe. We don't believe this to be accurate, as they would have directed P01 (who is five) to the correct cinema.

At this stage, we do not have faith in Kids Biz's ability to follow policy and procedure correctly and ensure that their systems for excursions are safe or effective.

P01 and P01