

07 Record Keeping Procedures

07.3 – Parent/Carer Access to Records

How you can request and view the information we hold about you and your child

At Peekaboo Childcare, we want families to feel fully informed and confident about how their information is stored, used, and accessed.

Under the General Data Protection Regulation (GDPR), parents have the right to see the records we hold about themselves and their child.

This policy explains how to request access, how we prepare the file, and what happens next.

Your Right to See Your Child's Records

Because young children cannot give “informed consent”, you, as the parent, are the “data subject” and have the legal right to:

- ask to see information we hold about your child
- receive this information within the legal time frame
- request corrections to factual inaccuracies

This right is protected by GDPR.

How to Request Access

If you would like to see your child's records:

1. Send us a written request (email or letter).
2. We will acknowledge your request in writing.
3. We will organise a time for you to view the file once it has been prepared.

Timescales

- Information must be provided within 30 days.
- If your request is unclear or complex, we may need extra time — up to 2 additional months.

- If extra time is needed, we will explain why in writing.

Fees

You will never be charged for your first request.

A small fee may apply only if:

- you request extra copies, or
- the request requires significant additional work.

How We Prepare Your File

Because children's files often include information from multiple sources, we must follow a careful process.

The setting manager:

- checks the file for accuracy, correct order, and missing pages
- identifies any third-party information (e.g., from social workers, health professionals, other family members, staff)
- ensures records are factual, fair, and proportional

Contacting Third Parties

If the file contains information about someone else, we must ask that person (or agency) if they agree for their information to be shared.

This may include:

- the other parent
- step-parents or relatives
- social workers
- health professionals
- staff members

We write to each person and request consent.

Their replies are kept in the file.

Important:

- Agencies (e.g., social care, police) usually do NOT allow their reports to be shared through us.
In that case, we direct parents to contact the agency directly.

- Some information may be removed or “redacted” (blacked out) if sharing it could put someone at risk.

Protecting Sensitive Information

In some cases, information cannot be shared, such as:

- details relating to a police investigation
- information that could put a staff member at risk
- information that may emotionally harm a child
- court-related documents

If in doubt, we always seek legal advice before sharing.

Preparing the Copy for You

Once we receive consent responses:

1. We photocopy the entire file.
2. We remove or redact (black out) the parts we are not legally able to share.
3. A senior manager and legal adviser check the file to ensure everything is correct.
4. We create a clean, organised copy for you to view.

Meeting to View the File

When your file is ready:

- We will contact you to arrange a meeting.
- Only those with parental responsibility, a legal representative, or an interpreter may attend.
- The setting manager will go through the file with you, explaining what each part means.
- You may take a copy of the prepared file home if you wish.
- We never release the file without discussion.

Accuracy & Disagreements

The law requires that information is accurate.

You may request a correction if:

- something in the file is factually wrong (e.g., date, spelling, event details).

We cannot change:

- a professional opinion
- a staff member's safeguarding concern
- a judgement recorded at the time

However, your view can be added to the file so both perspectives are documented.

If you are unhappy with an entry or decision, you may use our Complaints Procedure (Section 10.2).

Important Legal Notes

- We cannot remove information simply because it is uncomfortable or unfavourable.
- It is illegal to rewrite or hide records to appear more acceptable.
- Staff cannot keep secret "personal notes" elsewhere.
- Accurate, honest recording is required for safeguarding and transparency.

Further Guidance

For independent advice about data rights, you can contact:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Helpline: 0303 123 1113