



From: P0 P01
To: EDU Complaints CECA
Subject: Nido in Franklin
Date: Friday, 8 March 2024 2:33:50 PM

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Dear Sir or Madame,

I'm am writing to you as a concerned mother of a 2 ½ yo boy. My son, P01, visits Nido daycare in Franklin since August 2023. Since then a couple of issues came up with the center which I'd like to address in this email, as I feel like the center management is not taking any responsibility.

- Inaccurate information on storytime regarding meals and nappy changes (dropped P01 at 9 am, picked him up at 12.05 pm still in the same nappy on from home yet storytime says nappy was changed at 11.30 am, then they change storytime note after I changed the nappy to make it look like P01 refused the nappy change at 11.30 am)
- Educators not wiping kids genitals when it's 'only' a pee
- Sunscreen gets only smugged on the face (not the arms and legs)
- Rooms are dirty (windows, mirrors, and doors are never wiped)

P05

- Educator has sleeping P01 on her lap. When I pick him up, he feels hot. The educator agreed, said she noticed that before, yet no temperature was checked, and I was not informed. I asked for a thermometer, and the staff didn't know how to use it. Checked P01's temperature at home 38.1°C... this happened twice since August...
- Educators pull children by their arms if they don't do what they have been told. No gentle approach towards the child.

I hope this email finds your attention.

Kind regards,

P01 P01
P03