

ST JOHN'S SUNSHINE PRE-SCHOOL

UNCOLLECTED CHILD POLICY

We expect all children to be collected by an appropriate adult by the time stated in current terms and conditions. If for whatever reason you are unable to collect your child on time we ask that you call the setting on 07963 501762 as soon as possible to inform staff of the reason why you will be late and give an estimate of how long you will be.

Parents are advised and will be reminded that if their child has not been collected within 15 minutes of the end of the session, that this contravenes our registration and may leave us without insurance cover. If parents continue to arrive late to pick their child up more than 4 times within a month with no acceptable reason then the parents will be informed that they risk losing their child's space and or may be charged an additional late pick up fee which the amount will be set by the Chair at the time.

If a child is not collected and the staff have not been informed then the following procedure will take effect after 15 mins of end of session;

- Parents will be contacted via the numbers provided
- Emergency contacts will be contacted to arrange collection

After an hour of the end of the session and with no contact from parents the following will occur;

- The Manager will contact the Social Services Duty Team and request collection of the child.

Until the child has been collected by any of the above, two members of staff will always remain onsite with one being the Manager or Deputy.