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Uncollected Child Procedure

It is my policy to provide care for your child during contracted hours. The procedure below is to be followed if you fail to collect your child at the appointed time.

Procedure if a child is not collected

If you are running late to collect your child, please contact me

If a child is not collected within **15 minutes** of the agreed collection time and I have not been contacted with an explanation, I will try calling the parents' contact numbers.

Then I will try the emergency contact numbers provided on your contract.

During this time, I will continue to safely look after the child.

I will continue to try the parents' contact numbers and emergency numbers. If I have heard nothing after **60 minutes** from the original agreed collection time, I have a duty to inform the local authority duty social worker.

I will charge an additional fee for late collection.

Date policy was written	19/09/24
This policy is due for review on the following date	20/09/24

This policy supports the following EYFS requirements:

Meeting the Early Years Foundation Stage Safeguarding and Safeguarding and Welfare Requirements

Information and records, information for parents and carers