

# Uncollected Child Policy

The purpose of this policy is to explain the actions I will carry out if a child is not collected by the closing time of the setting or by an agreed time with the parent/carer.

I realise that sometimes you may be delayed in picking up your child due to unforeseen circumstances. It is important that you inform me, as soon as possible, if you know you will be late picking up your child. Late collection fees will apply (these will be stated on your contract) but please be assured that your child will be safely cared for until your arrival.

If a child is not collected at the arranged time, and I have not heard from the person collecting the child then the following procedure will apply:

- After 15 minutes I will attempt to contact the parent/carer several times.
- After 30 minutes, if the parent/carer is unable to be contacted, I will contact the emergency numbers given to me. I will try this several times.
- If after 2 hours I am still unable to contact anyone, I will call The Bridge/DAT (Duty and Assessment Team) and follow their advice. Your child will be safely cared for at all times.
- The incident will be appropriately recorded.
- If The Bridge/DAT have had to be contacted then Ofsted will be notified.

Review Date: 31/08/2017