



Uncollected Child Policy: What I will do

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 **10 minutes** of the agreed collection time (or the end of a session whichever is latest) 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 any of these numbers after **one hour** from the original agreed collection time, I have a duty to inform the local authority duty social worker.

I may charge an additional fee for late collection.



UNCOLLECTED

Everyone encounters problems from time to time, but if we are expecting you to collect your child and you don't turn up we worry.

The Den strongly encourages you to leave a range of contact numbers with us so we can cover as many bases as possible should things go wrong. As stated in our Security Policy we cannot release a child into an unauthorized persons custody.

If you are repeatedly late without reasonable reason, The Den reserves the right to charge an extra hours fee for lateness up to 30 minutes and two hours for the next 30 minutes.

This policy is based on a template by the Professional Association for Childcare and Early Years (PACEY) to its childminder, nanny and nursery members for adaptation to their individual settings or role. Whilst every effort has been taken to ensure that the information provided is accurate and up to date, PACEY will not be held responsible for any loss, damage or inconvenience caused as a result of any inaccuracy, error or omission.

pacey | Member