

Uncollected Child Policy

If a parent/carer is more than 10 minutes late and a child has not been collected at the end of a session, the following steps should be taken:

- 2 members of staff will remain with the child and ensure that he/she receives our normal high standard of care in order to cause as little distress as possible.
- We will check the daily 'collection list' on which parents/carers provide details of the person collecting on the day, if they are not collecting themselves.
- We will refer to 'Emergency Contact' form and call parents/carers at home, work, Mobile and other emergency numbers provided.
- If unsuccessful, we will contact friends to gain information, which could help, resolve the situation.
- If, after all reasonable attempts have been made, there is no satisfactory explanation, after 30 minutes we will contact Children, Schools & Families (CFS) 0300 123 4043 and inform **OFSTED**. Tel: **0300 123 1231**.
- A member of staff shall remain with the child until he/she has been collected.
- No member of staff should take the child home with them.
- A full written report of the incident will be recorded.

Please make sure you collect your child on time. A waiting child is an anxious child!

Our morning session ends at 12:30pm

Lunch Club ends: For 2 year olds at 1.30pm

For 3 & 4 year olds at 3pm

Late Collection Charges

Depending on the circumstances, we reserve the right to charge parents/carers for the additional time worked by our staff, at a rate of £3 per five minutes. You will be given an invoice on collection or the next day.

Cheques should be made available to Bushey Gan. Cash cannot be accepted.

Updated Feb 2016