



## DEALING WITH NON-COLLECTION OF CHILDREN

When a child starts at our setting, we always outline the hours of the sessions that the child has been booked in for. We also hold contact details of the parent/guardians, an emergency contact person and any other person designated to collect the child.

In the event of a parent/ legal guardian/ designated person failing to collect a child 15 minutes after the session time finishes, every effort will be made by the person in charge, to contact them. If none of these people can be contacted then the emergency person should be contacted and the Operations Manager should be notified immediately.

Once 30 minutes has elapsed and assuming contact with parent/legal guardian, designated person or emergency contact has not been achieved. The following steps will be taken:

1. If all attempts to contact a parent / legal guardian, designated person or emergency contact fail, then the staff member should contact the manager, who will contact the police without delay (101 service). The child does not leave the premises with anyone other than those named on the Registration Form and/or that their parents have specified in writing to the office.
2. Under no circumstances are staff to go looking for the parent, nor do they take the child home with them.
3. At this point it would be regarded as a safeguarding issue and the nursery will contact Customer First for advice.
4. An information form must be completed by the person in charge (appendix a) and a copy placed on the child's file.
5. In a situation where a parent or guardian telephones us to say that they will be unavoidably detained, we will make arrangements for two members of staff to stay with the child at Colourbox and the child will be cared for. At all times the child's welfare will be paramount.
6. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

PLEASE NOTE: Only follow instructions from Customer First. 0808 800 4005

This policy will be reviewed in April 2024