# UNCOLLECTED CHILD – PROCEDURE

We expect children will be picked up at the end of their session, if this should not occur we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

Parents of children collected up to 30 minutes later than expected will be advised this contravenes our registration and may leave us without insurance cover, the parents will also have to pay additional charges as two members of staff will have remained at the nursery- our current prices are displayed in the hallway and on our website. If the lateness continues to happen, especially when there appears no genuine reason, parents will be advised they risk losing their child’s place.

When a child is not collected within 15 minutes of the expected time, and no contact has been made with the nursery by the parent or carer, the person in charge will:

* Call the parents on given contact numbers
* Call the additional emergency contact numbers

After 30 minutes:

* Lastly, after no reply, contact SPOA (contact details can be found in the hallway, kitchen and safeguarding noticeboard) to request collection of the child

At all times, two members of staff will be present and they and the child will remain on the settings premises until the child is collected.

Policy revised December 2021 Lisa Gray