

Procedure for Parents/Carer failing to Collect

In the event of a parent/guardian failing to collect their child/children from St Bernards this procedure must be followed:

1. Telephone call – Contact must be made with nursery as soon as possible to inform staff of any parent's late arrival. Attempts should be made to make alternative arrangements by a family member or responsible adult to collect the child. Nursery needs to be informed of the person who has been sanctioned to collect the child, staff will require a password and a description of the adult.
2. A late payment charge will be incurred for any child collected after the sessional times. £5.00 will be charged for every 15mins. All monies paid will automatically be forwarded to the member of staff who remained on the premises with the child. Discretion will be made for extreme circumstances.
3. If the child is not collected at the end of their session a member of staff will remain with the child until arrangements have been made for him/her to be collected by an adult. Contact with parents will be established using the relevant contact numbers on the child's admissions form. Emergency contact numbers will apply.
4. If the telephone calls have not been successful, senior staff will repeat them regularly and were appropriate leave messages for someone to contact us as soon as they are able.
5. In the event a time period has lapsed and the child still remains at Nursery, and we have not received any explanation or notification of the child being collected, it then may become necessary to contact outside agencies for assistance. This fails in line with our Safeguarding Policy.

Date of policy	Signed on behalf of setting	Date of review