

Late Collection Policy

We appreciate that due to unforeseen circumstances parents/carers may occasionally not be able to collect their child on time. In this case a phone call to the Daisy Chain phone (07519 398186) needs to be made as soon as possible so staff are aware. However, if we do not receive a phone call the following procedures will be followed: -

- Every effort will be made to contact the parent/carer.
- If we are unable to do so the emergency contact will be contacted and asked to collect the child immediately.
- Each parent will agree a unique password on registration in order to ensure that in an emergency, the adult collecting, other than those already agreed, are able to collect the child by using the password system.
- Two members of staff will stay at the setting with the child. Due to possible legal implications we are not able to remove the child from the setting.
- If after a suitable amount of time has lapsed the parents cannot be contacted the Duty Social Worker will be contacted.
- A fine of £20 will be levied to cover staffing costs, phone calls etc. and will be applied to your next invoice.

Reviewed by Louise Keyzer

September 2021