



## **Uncollected Child Policy**

We will only release your child from my care to adults who have permission to collect them. We will, therefore, need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password and has a form of identification on them. Please discuss with us if you would like to use this system.

It is important that you arrive no later than the contracted time to collect your child. They can become distressed if you are late. We know sometimes delays are unavoidable. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided and enquire at the setting we are attending to see if other members of staff can find you. If we are unable to make contact with anyone at the close of our business we will inform Social Services and follow their advice, at all times we will minimise any distress to your child.

We reserve the right to make an additional charge for late collection.