



## **Uncollected child**

Collection Policy

### **Dropping Off**

Please let the manager know in advance if you intend to arrive at a different time from the contracted one. Please discuss with us if you need to change your contracted hours.

Please ensure the permission forms are signed on Family app

### **Collection**

We will release your child from our care to adults who have permission to collect them. Therefore, you need to provide a list of people authorised to collect. If they are not known to us, you must include a description and password on Family app

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. Sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let the manager know when you expect to arrive. We will reassure your child that you are on the way.

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. If we are unable to make contact with anyone at the close of my business, we will inform Social Services through the Front Door 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.