

# Failure to Collect Child Policy:

At our childminding setting, we understand that unforeseen circumstances can arise and occasionally parents or guardians may be delayed in collecting their child. While we are always happy to accommodate these situations, we need to ensure that our policies and procedures are in place to keep everyone safe and secure.

In the event that a child is not collected at the agreed-upon time, we will take the following steps:

1. We will make every effort to contact the parent or guardian by phone or email to inform them that their child has not been collected.
2. If we are unable to reach the parent or guardian, we will contact the emergency contacts listed on the child's registration form.
3. If we are unable to reach any emergency contacts, we will continue to make attempts to contact the parent or guardian and emergency contacts every 30 minutes.
4. If we are unable to reach the parent or guardian or any emergency contacts after 60 minutes, we will begin to follow our safeguarding procedures and report the situation to the relevant authorities.

Please note that if a child is not collected at the agreed-upon time, a late collection fee of £10 will be charged for every 15 minutes of delay. This is to ensure that our schedules and those of other parents are not affected by late collections.

We understand that unexpected things can happen, but we also need to ensure the safety and wellbeing of the children in our care. Therefore, it is essential that parents and guardians inform us in advance if they will be late for pick-up, and in case of unexpected delays, they must contact us immediately to ensure that we can take appropriate measures to ensure the safety and well-being of their child.

By following these policies and procedures, we can maintain a secure and safe environment for all children in our care. Thank you for your cooperation in this matter.