



Uncollected Child Policy

At **Little Cygnets Childcare Ltd**, the safety and well-being of every child is our top priority. In the unlikely event that a child is uncollected, we follow a clear and structured procedure to ensure the child is cared for appropriately and that parents or guardians are notified.

Procedure for an Uncollected Child:

1. Initial Contact:

If a child has not been collected by the agreed time, we will first attempt to contact the person responsible for collecting the child.

2. Contacting the Parent/Guardian:

We will attempt to reach the parent or guardian using the following methods:

- House phone
- Mobile phone
- Work phone number
- Family App

3. Ongoing Attempts:

If we are unable to reach the parent or guardian, we will continue to make contact attempts.

4. Message Check:

We will check for any messages or communication left at **Little Cygnets** from the parent/guardian explaining the delay or providing alternative instructions.

5. Contacting Emergency Contacts:

If no contact has been made, we will proceed to contact other individuals listed on the child's contact list.

6. Involvement of Social Services:

If the child has not been collected by **6:30 pm**, and all attempts to reach the parent/guardian and emergency contacts have failed, we will contact **Social Services** to ensure the child's safety and arrange for their collection.



Important Notes:

- It is crucial that parents or guardians provide up-to-date contact information, including phone numbers and addresses. Any changes to this information must be communicated to us immediately.
- **Children will not be released to anyone not authorised by the parent or guardian.**
Only individuals listed on the child's contact list will be permitted to collect the child, with the correct passcode.
- Staff members are required to stay with the child until they have been safely collected.
- A **late collection fee** will be applied if parents or guardians are repeatedly late. This fee will be recorded and charged if a parent or guardian is late more than once. A written record will be maintained in the child's file.

Signed (Jessica Burns): *Jessica Burns*

Signed (Scott Marshall): *Scott Marshall*

Review Date: March 2026