Harvey Bears Nursery and Preschool
Uncollected Child Policy

Date of last review	September 2026
Signature of registered provider	*C. Hall* Committee Chair

At Harvey Bears Nursery and Pre-school, in the event of a child not being collected at the correct time we have a clear set of procedures.

Parents are required to provide the following information when registering their child:

- Home address and telephone number, mobile and landline of both parents (if applicable).
- Place of work telephone number of all with parental responsibility (if applicable).
- Names, addresses and telephone numbers of adults who the parents authorise to collect the child.
- Information of anyone who does not have legal access to the child.
- A password to be given to staff by an alternative person collecting the child.

On occasions when parents are expecting an alternative person to collect a child, their keyworker will be told at drop off. The keyworker will then write the information in the message book.

Parents are asked to let us know by phone or text, if they are going to be unavoidably late.

If a child is not collected at the expected time we;

- Check the message book.
- Parents / carers are contacted on the mobile number given, at work or at home.
- If this is unsuccessful the people on the admission form are contacted.
- The child does not leave the premises with anyone other than people named on the registration form, unless we have been informed by parents and they know the password.
- If no one collects the child within 15 minutes and all attempts have been made to contact authorized people, we contact Family Front Door.
- If it is known that the child has siblings at a local school we will ring the school to check whether they have been collected.
- The child stays within the setting with two qualified staff members.
- Under no circumstances will we leave the building to look for a parent.
- We try and keep the child calm and occupied and do not discuss concerns in front of them.
- A full written report is kept in the child's file.
- We reserve the right to charge parents for the extra hours.
- Ofsted may be informed.

Policy Review

These policies and procedures are a working document and can be added to and changed as and when necessary.

This policy will be reviewed annually or when an incident occurs or there are new local or national policies and procedures. The review process will be led by the registered provider and the DSL and include all those working in the setting.