



Introduction

Moat Hall Pre-school ask that parents/carers comply with the following:

- Parents/carers provide at least two contact numbers on the registration form;
- Parents/carers notify the staff promptly if the named contacts or numbers change for any reason;
- Parents/carers notify the school office if a different person is to collect the child;
- Parents/carers ring the school office if the person collecting the child knows they are going to be late;
- Parents/carers, who work in an environment where it is not always possible to have their mobile telephone on them, will need to leave the telephone number of their place of work to ensure that the pre-school can make contact with them.

Should a child not be collected:

If the parent/carer is late to collect the child and the school office has not been notified, the following procedure will be used:

1. The school office will ring the first contact number on the records. If no-one is available on this number, the second contact number will be called. This process will be repeated until someone is contacted to collect the child.
2. If it is a morning/afternoon nursery session from which the child has not been collected, the staff will continue to care for the child until they are collected. Parents will be charged for the additional time.
3. If a parent is persistently late collecting their child, they will be spoken to by the pre-school leader. If parents are consistently late the pre-school may terminate your child's place.
4. If your child has not been collected from nursery by 3.20pm when the pre-school closes, two members of staff will wait with your child. If no contact has been made with any of the child's designated contacts by 4.00pm, staff are required to report the matter to First Response on 0800 131 3126.

The policy was agreed by the Governing Body on

Signature Date

Head Teacher