

## Uncollected Child Policy

ClubsComplete™ endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (£10 for every 15 minutes)

### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Setting Manager will try to contact them several times using the contact details on file including their Emergency Contact on file.
- If there is no response from the parent or carer or the Emergency Contact on their file, messages will be left requesting that they contact the Club immediately.
- While waiting to be collected, the child will be supervised by a member of staff who will never leave the child.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged and any additional rent to the venue/school should it mean ClubsComplete is charged extra (£10 for every 15 minutes therefore a total of £20). This will be logged on the uncollected child log and the parent will be informed that a recurring offence of this type may mean that the child will not be able to come to club.

### Over 30 minutes late

- If the Setting Manager has been unable to contact the child's parents or carers and emergency contacts after 30 minutes, the Setting Manager will contact the Local Authority's Children's Service team for advice. Ofsted will be contacted as soon as possible.
- The child will remain in the care of the Club's staff, on the Club's premises, until collected by the parent or carer, or until placed in the care of the Social Care team.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

**Last reviewed: January 2025**

**Next reviewed : January 2026**