

Burgh After School Club



Collection Policy

Burgh After School Club closes at 5.45pm. It is important for insurance and other administrative and safety reasons that we adhere strictly to our closing times. It is parents'/carers' responsibility to ensure that their child(ren) are collected **before these times.**

However, we do understand that **occasionally** things do not go according to plan. If a parent/carer becomes aware that they are going to be late and cannot arrange for someone else to collect their child(ren), they **must** make contact with the club at the earliest convenience with an explanation and estimated collection time. This allows us to put in place contingency plans and to reassure children, who often become distressed when they are not collected and no explanation is given.

We maintain a record of late collections, including parent's name, date, reason for lateness, whether or not contact was made with the club and accurate eventual collection time. If any parent/carer regularly collects their child(ren) late, without reasonable cause and/or contact the following procedure will be followed:

1. In the first instance, the Manager will speak to the parent/carer concerned and remind them of the importance of adhering to closing times and of contacting the club in the event of unavoidable late collection. The date and time of this conversation will be noted in the late collection log.
2. If the problem persists, the Manager will inform the Management Committee, who will write to the parent/carer and request that they make all reasonable efforts to ensure that their child(ren) are collected on time. This letter will also outline any further action the Management Committee envisage taking if the problem continues.

The Manager and Management Committee reserves the right to permanently withdraw place(s) from children who are regularly collected late.

May 2017