

# Eridge House

## Uncollected Child Policy

Detailed information about drop-off and pick-up times for the children is contained in the Parents' Handbook. If a parent is late or a child's carer has not come to collect him or her from school or nursery at the end of the day, the following procedure is followed:

After fifteen (15) minutes, staff will telephone all of the parents' available landlines and mobiles



If unsuccessful, staff will telephone the emergency contact, whose details are on the registration form.



Continued attempts will be made to contact the parents/carers, during which time the child will remain at school with a teacher or other responsible person, for example, the Headteacher or member of SMT



If contact has not been made after a maximum of one hour and thirty minutes (1 hour 30), the Headteacher or member of SMT will telephone the Social Services Department to notify them of the situation and to seek advice as to what action may be required.

**Contact:** Social Services Department  
Barclay House, Effie Road, SW6  
Tel: 020 8753 5842 or 020 8748 8388 (emergency out of hours)