



PROCEDURE FOR PARENTS / CARERS FAILING TO COLLECT CHILD

To ensure that we comply with staffing ratios we require that parents pick up their children promptly at the end of the session. The nursery closes promptly each day at 12:15pm or 1.15 for lunch club.

In the event of an unavoidable delay we ask parents to contact the Nursery as soon as possible.

If a parent is late we will attempt to contact them using the telephone numbers provided. If contact is unsuccessful the specified third party will be contacted.

In the unlikely event of persistent late collection the Nursery may ask parents to explain in writing the reasons for late collection and take appropriate action. This might include a fine of £1 for every late minute.

If there are concerns for a child's safety the Nursery will implement Child Protection procedures.

Leader.....Date

Chair.....Date.....

Please refer to Safeguarding and Uncollected Child policies available at the Nursery



POLICY FOR CONTRACTING PARENTS

When a child joins the nursery one or both parents are asked to sign the application form and accept the standard terms and conditions of the nursery.

Where only one parent signs the form it will be made clear in writing that this parent is seen by the Nursery as the contracting parent. The implications of this are:

The contracting parent alone is liable for the payment of nursery fees and costs.

The contracting parent nominates who may collect the child from nursery. At least two names are required. Where this does not include the second parent he or she will not be allowed to collect the child. *It is not the duty of the nursery to inform the second parent of this, but the nursery urges the contracting parent to inform the second parent that this is the case.*

The contracting parent is allowed to see the child at nursery. Where the second parent is not a nominated person he or she will not be allowed into the nursery unless he or she is a contracting parent for another child.

The contracting parent decides on specific issues in relation to the child such as whether the child is allowed to be photographed.

The nursery will not be used as part of any dispute between parents.

Leader.....Date

Chair.....Date



PARENT/ CARER CODE OF CONDUCT

We ask that everyone addresses staff, children and parents/carers in a polite and respectful manner at all times.

If you have a complaint to make, please refer to nursery complaints procedure details of which are available from the office.

Please choose an appropriate time to address your complaints with staff/parents and never show discontent in front of the children or other parents.

The use of bad language, verbal or threatening behaviour towards staff, children or parent/carers will not be tolerated.

Whilst on nursery premises you are responsible for your child/children safety and their care.

Please do not shout at or physically punish your child/children whilst in the nursery.

Please ensure you are familiar with our policy for the fines incurred by late collection.

Please ensure that you read the newsletters and notices carefully as they contain important information regarding the nursery or the children.

Please share relevant information regarding your child/children with staff. Good communication between staff and parents/carers promotes positive relationships and it is beneficial that we all work together.

In any event that the above rules are breached, the nursery Disciplinary Procedure will be followed:

- Verbal warning
- Written Warning
- Loss of Nursery place.

Leader.....Date

Chair.....Date