

DWL Uncollected Children Policy

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Dancing With Louise (DWL) endeavours to ensure that all children are collected by a parent or carer at the end of each session. We understand that some circumstances are unavoidable and if you are going to be more than 5 minutes late you must notify us on 020 3740 7900. If you are more than 5 minutes late and we have not been notified, 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 DWL to notify us if they are delayed. The parent or carer will be informed that penalty fees of £5 per every 5 minutes will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.

If there is no response from the parent or carer, messages will be left requesting that they contact DWL immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.

While waiting to be collected, the child will be supervised by a member of staff.

When the parent or carer arrives they will be reminded that they must call DWL to notify us if they are delayed, and that penalty fees of £5 per every 5 minutes will have to be charged (except in exceptional circumstances).

If a parent or carer is more than 15 minutes late in collecting their child, the parent will be charged £20 to cover the cost of a staff member supervising your child.

Over 15 minutes late at the end of the session.

If the teacher or manager has been unable to contact the child's parents or carers after 15 minutes after classes have closed, the child will remain in the care of a DWL staff member, on DWL's premises if possible, until collected by the parent or carer and is chargeable at £20.

If parent/carer arrives longer than 15mins after this collection time and if it is not possible for the child to remain at DWL's premises, a note will be left on the door of DWL informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number.

A further message will be left on the parent or carer's telephone explaining events.

Penalty fees of £5 per every 5 minutes will have to be charged (except in exceptional circumstances).

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 DWL.