

Uncollected Children Policy

Challenge Training Studios 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 gym to notify us if they are delayed.

Over 15 minutes late

If a parent or carer is more than 15 minutes late in collecting their child, the trainer/manager/owner 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 the gym immediately. The trainer or owner will then try to contact the emergency contacts listed on the child's registration form.

While waiting to be collected, staff will continue to supervise the child.

When the parent or carer arrives, they will be reminded that they must call the gym to notify us if they are delayed, and that the child's place at the gym will be reconsidered if they fail to collect the child at the appropriate time

Over 30 minutes late

If the trainer/owner has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.

The child will remain in the care of the gym's staff, on the gym's premises, if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

If it is not possible for the child to remain at the gym's premises, a note will be left on the door of the gym informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member (who will be Access NI cleared) 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.

Managing persistent lateness

The owner will record incidents of late collection and where parents or carers are late to collect their child on 3 occasions that the child will lose their place at the gym/class.

Useful contacts

This policy was adopted by: Challenge Training Studios	Date: 18/03/2019 Reviewed: 18/08/2021
To be reviewed: August 2023	Signed: 

