

Date of issue:	September 2017
Renewal date:	September 2018
Individual(s) responsible:	Liz Atwell, Deputy Head/ Mark Hudson, Head Teacher

Uncollected Student Policy & Procedure

“Procedure to be followed in the event of a parent and/or carer failing to collect a student at the appointed time”

The majority of students will travel independently to school at secondary level. We know that parents will often collect students following session 3 or sport fixtures. Students like routine and they will know when to expect parents. We understand that sometimes delays in collecting students are unavoidable due to unforeseen circumstances. Students will often be able to rectify late pickups and make arrangements themselves via the use of their mobile phone.

In the event a student is not collected at the appointed time we will:

- Reassure the student that parents/carers are on their way in the event of them being delayed.
- Seek authorisation from parents to release the student to the care of parents of a close friend if this is convenient and acceptable.
- Never release a student from our care to someone who is not authorised to collect the student.
- Students should wait in reception NOT kerbside for collection. Parents will collect the student from reception or phone to say they have arrived.
- Contact the person/s that are identified as a contact within Student’s record’s and arrange for them to collect the student in the event parents/carers cannot be contacted.
- Release the student to use public transport only with parental consent and the possession of a suitable zip or Oyster card. We will accompany the student to the bus stop or station if requested to do so by the student or parent.

Reception staff will take the following steps:

1. Contact parents via phone to check on progress and make arrangements for prompt collection.
2. If unable to contact parents, they will contact the emergency contact person listed on our records.
3. If unable to contact either parent and the emergency contact reception staff will contact Ms Atwell for KS3 or James Lowe for KS4. Mr Hale (KS3) or Miss Nichol(KS4) will be contacted should the appropriate deputy not be available.
4. If the student is delayed due to the late running of a fixture PE staff are expected to support reception in making arrangements for the student to be collected.
5. If the parents or emergency contact are unable to collect for any reason, we will advise parents we will send the child home using our Taxi company and pass the charge to parents. (Our taxi company only employs DBS cleared drivers). Under no circumstances should the student book a taxi or ‘Uber’ for their own use.