Uncollected Pupil Policy & Procedure

Last review: DHP 24/09/24

Next review: DHP 26/09/26

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

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

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

- Reassure the pupil that parents/carers are on their way in the event of them being delayed.
- Seek authorisation from parents to release the pupil to the care of parents of a close friend if this is convenient and acceptable.
- Never release a pupil from our care to someone who is not authorised to collect the pupil.
- Pupils should wait in reception NOT kerbside for collection. Parents will collect the pupil from reception or phone to say they have arrived.
- Contact the person/s that are identified as a contact within Pupil's record's and arrange for them to collect the pupil in the event parents/carers cannot be contacted.
- Release the pupil to use public transport only with parental consent and the possession of a suitable zip or Oyster card. We will accompany the pupil to the bus stop or station if requested to do so by the pupil of 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 the Headmaster or the appropriate Deputy Head.
4. If the pupil is delayed due to the late running of a fixture PE staff are expected to support reception in making arrangements for the pupil to be collected.
5. If the parents or emergency contact are unable to collect for any reason, we will advise parents and 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 pupil book a taxi or 'Uber' for their own use.