



PROCEDURE WHEN CHILD ABSENT FROM SERVICE

1. Check diary for possible reason for absence – i.e. holiday, sickness.
2. On the first day of absence the service will contact the parent / carer to establish the reason for the absence. If no contact is achieved following repeated attempts the service will endeavour to contact the emergency contact details provided.
3. On the 3rd day of absence, if contact is still unsuccessful inform a senior of the situation.
4. Senior member of staff should then notify relevant agencies.
5. Written confirmation should be issued to the parent / carer requesting they contact the service as a matter of urgency.
6. Notification should be issued advising the parent / carer that until written notification is received advising us that they wish to terminate the service all charges will continue.

If the family concerned access more than one service within the Indigo Childcare Group all bases concerned will be notified of the situation.

Date Implemented: 17th November 2009

Date Reviewed: 27th June 2011