



### Policy on chasing non attendees

If a child within a key group has not attended nursery for a week and we have had no contact from the parent or carer, then it is the responsibility of their key person to chase up the parent to find out why their child has not attended Nursery.

Once contact has been made with the parent or carer the Key Person needs to find out if they still need their childcare place, or if they or the child have been poorly. After a two week period if we cannot contact the parent/carer then the child will be removed from the lists, all parents/carers are made aware of this in their inductions. If the child or parent/carer is sick then they need to provide student services with a doctor's note if they are off for longer than a week, this ensures that their child care place is paid for whilst they are absent, if they are unable to do this then they will be liable for their fees.

After the parent/ carer has been contacted and it has been established as to why the child has not been attending nursery could you please note it down into the diary, so we have a record of who has been chased up, and what action has been agreed.

# Nursery