

Child Non Attendance Policy

We ask that parents/ carers phone or email using nursery software, before 9 am if their child is to be absent for a morning session and by 1 pm for an afternoon session. If a call or message is not received by this time and no explanation can be made, Springboard Nursery will contact parents/ carers through the contact information given on the registration form. We will continue to ring until contact is made.

If we cannot reach the parents/ carers, we will ring the emergency contacts supplied. Continued absences with no explanation may result in implementing our safeguarding procedure.

If a child is absent from a session that is non-funded, payment will still be expected.

If a parent/ carer has not informed Springboard Nursery that they are taking a break and they fail to bring their child to the required sessions:

1. Springboard will endeavour to contact the parent/ carer by phone
2. If verbal contact is made, the parent/ carer will be made aware of:
 - a. How many weeks the child has missed
 - b. The last date he/she attended nursery
 - c. If the child is not funded, Springboard will seek reimbursement
 - d. If the child has not returned by an agreed date, then the place will be offered to another child.

The above information will be recorded.

3. If we cannot make verbal contact with the parent/ carer, Springboard Nursery will send the standard non attendance of springboard nursery letter to the parent/ carer after 3 weeks.
4. We recognise that due to unforeseen circumstances or problems parents/ carers may be experiencing, it can be difficult at times to get children into the nursery. As a result, we will endeavour to help in any way we can, although this is only possible if we are made aware of the situation.

This policy was implemented by Springboard Management Team: please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior. Please note any updates and changes will be forwarded by email.

Date: 01.09.2023