

SOP FOR CHILD NOT REACHING HOME FROM SCHOOL

In case the school receives a call/ message from the parents about the child not reaching home from School, the following process to be followed.

- Receptionist to note down the details of the child including his/her name, class, class teachers' name, mode of commute, expected time of arrival at home along
- with the contact number of parents. The receptionist to assure a call back in half an hour.
- The receptionist to then inform the concerned authority (departmental head/ Principal).
- Receptionist to gather information if the child has gone out of school "On Duty" or left early on medical grounds. The attendance register and daily proforma to be screened.
 - If the child is bus user, the receptionist to call up the driver or use GPS to find the correct location of the bus. The situation to be conveyed to the parents.
 - If it is ascertained that the child hasn't boarded the bus/ private van, following should be the SOP-
 - Screen the school campus to check if the child is left behind taking help of support staff.
- If the child is found in the premises. -
 - He/ she must be brought to the reception area and made to sit in a Comfortable and safe space within the purview of the receptionist.
 - Receptionist to call back home and ask parents to come and collect their ward personally.
 - The handover of the child to be done under the supervision of the Receptionist after adequate check on parent's identity.
 - Final report of the situation is given to the concerned authority.
- If the child isn't in the school premises. -
 - The receptionist to call up the class teacher and ask her/ him to call up friends and revert to school with information gathered.
 - Receptionist to call back parents with the information received from the class teacher
 - The status update to be shared with the authorities at regular intervals.
 - The school office/ receptionist and the class teacher must support the parent with future action and constantly follow it up telephonically.