



## **The Colourful Caterpillar Preschool**

### **Call Back Policy**

#### **Policy Statement**

To ensure our children are safe while at Pre-school, we operate a call back system if we receive a telephone call regarding information on a child, we will call them back to confirm who the caller is.

#### **Procedures**

- If a parent calls regarding their child, we call back using the number on our records.
- If Preschool gets a call from someone who wants information about a child, we ask for the persons details e.g. their name, place where they work, their telephone number that they are calling from.
- We call the company that they work for, not using the number they gave us to confirm if this person works for them and their telephone number is the same that they have on their records.

This policy was adopted at a meeting of	The Colourful Caterpillar Preschool
	on 24 <sup>th</sup> September, 2018
Date to be reviewed	October, 2019
Signed on behalf of the Preschool committee	
Name of signatory	N Bremner-Martin
Role of signatory (e.g. chair/owner)	Chairperson