46. Waiting List Policy

Policy Statement

Links Childcare is committed to justice and fairness in all its dealings with the various stakeholders and, to ensure equality in the admissions process, the following policy informs the procedures followed when a parent/guardian seeks a place for his/her child. When demand for places exceeds those available, a waiting list is created for each crèche and a place is offered to the child who is number one on that list, dependent on availability of the type of care required by that applicant.

Principle

This policy is informed by the Data Protection Acts of 1998 and 2003 and GDPR, 2018

Policy and Procedures

I. Initial Application Process

• The following details are required by the admissions team in order to confirm if the requested care is available:
  o Preferred crèche location
  o Name, email address and contact number of Parent(s)/Guardian(s)
  o Child’s name and date of birth
  o Preferred start date
  o Number of days’ care is required

II. Waiting List Process

• If the admissions team is unable to confirm available care, due to oversubscription, the parent/guardian will be invited to join the crèche waiting list and the admissions team will ask the parent/guardian to complete a waiting list form which will be provided as a link. By submitting the form the parent/guardian accepts that their details will be stored and dated.
• If a parent would like his/her name removed from our waiting list at any time (s)he must inform Links Childcare by email.
• When the required care becomes available the first child on the list matching the available care’s criteria is offered that place. The child’s date of birth, number of days care required and preferred start date will determine the criteria.
• The following categories of children receive priority in the order below:
  1. Siblings of children already attending Links Childcare
  2. Transfers from other Links Childcare locations
  3. Children enrolled to start at Links Childcare on a specific date in the future and have requested an earlier start date
  4. Children included on our waiting list for their specified crèche location
• Parents will be contacted by email (details of which were originally provided by the parent) with an offer of a place and followed up by a courtesy phone call the same day. Parents are required to accept the space by responding to the email within 48 hours. After 48 hours it is
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presumed by Links Childcare, that the place is being declined and it will be offered to the next child on the waiting list, matching the criteria as outlined above.

- A parent’s/guardian’s name will be automatically removed from the waiting list two months following their requested care requirement. If a parent/guardian wishes his/her name to remain on the list longer than this, he/she should contact Links Childcare by email. For example if care is requested from February and the care has not become available by 1st April of that same year the parents’/guardians’ details will automatically be removed with the presumption that they have sourced care elsewhere.

Review

Management in consultation with staff monitors and reviews the effectiveness of this policy yearly or as required.