

## **TRINITY AFTER SCHOOL CLUB**

### **COMPLAINTS PROCEDURE**

**Should any person wish to raise a complaint about any aspect of the club, their concern will be taken seriously.**

**The matter will be investigated promptly by the Manager and any appropriate action will be taken.**

**Both the complaint and the outcome will be recorded.**

**If any individual is unhappy with the investigation outcome, they will be entitled to attend a Management Committee meeting to take the matter further.**

**Where the Management Committee is unable to resolve the issue, then the person concerned will be referred to SCSWIS.**

**For advice, or if they feel unable for any reason to approach the management or staff directly they can contact:**

**SCSWIS  
Stuart House  
Eskmills  
Musselburgh  
EH21 7PB**

**Tel: 0131 6534100**

### **Aims and Objectives**

#### **Aims**

- 1. To promote the care and education of children in need of care during out of school hours.**
- 2. To promote the provision of facilities for the recreation and other leisure time occupation of such children in the interests of social welfare with the object of improving their conditions of life.**

#### **Objectives**

**Aim towards creating a safe, caring and well supervised environment for the children.**

**To offer a choice of stimulating and creative activities appropriate to children aged 4-12.**

**To create an informal, relaxed and friendly atmosphere.**

**To involve children and parents in the development of the club.**

**To provide reliable, high quality childcare to parents who are working or studying out of school hours, Monday to Friday, in term time and full time during holiday playschemes.**

**To operate in the interests of children and parents, as a non profit making organisation with charitable status.**

**Reviewed 09/06/11**

