

STONEHAVEN AFTER SCHOOL CLUB

Complaints Procedure

The Stonehaven After School Club operates within its aims and objectives. The club aims are displayed on the notice board of the SASC and are included in the Clubs registration pack.

Unfortunately, at times, users of the service are unhappy or have a complaint that they wish to be addressed.

The procedures for this are as follows:

Stage 1:

The complainant should discuss this issue with the club Manager and try to resolve the situation. If the Manager is not on duty, they can be contacted via telephone: 07710515640, or via email: manager@thesasc.co.uk

Stage 2:

If the complainant remains unsatisfied, they should discuss this with the manager who will then organise a formal meeting.

Stage 3:

If you feel you cannot be assisted by the club manager, they will inform you of who to write to on the SASC Board of Directors. All complaints must be dealt with **within 28 days**.

If the complaint is around a Health & Social Care issue, you can also contact the following people:-

Board Of Directors
C/o Stonehaven After School Club
Community Centre,
Bath Street
Stonehaven.
AB39 2DH.

Care Inspectorate
Johnstone House,
Rose Street,
Aberdeen.
AB10 1UD

Tel: 07710515640

Tel: 01224 793870

The manager will notify the Care Inspectorate of any complaints immediately.