

Inverbrothock Out of School Care Club

Charity Number: SC030097

Open door policy

This policy was produced to allow parents and carers the opportunity to talk to the manager/staff at any time whilst in the club about any concerns or complaints they have.

- The manager will always make themselves available to parents for them to talk to about any issues etc they have within the club.
- If the manager is ever off i.e., holiday or sickness, then a member of staff that the manager has left in charge will be available to talk to.
- If the manager is unavailable and the nominated member of staff cannot deal with the concern/complaint, then the manager/committee should be contacted for advice.
- The manager may not be able to deal with the concern/complaint straight away as evidence may be collected. (See complaint/comments policy for timescales)
- Any sensitive issues will be dealt with by the manager in a sympathetic manner and will remain confidential. If the manager needs to consult the management committee about any sensitive issues, then the parent will be informed of this before it is done.
- Parents can ask for information on their child at any time.

The above policy is approved and hereby adopted by the IOOSCC Committee

Updated July 2025.