



Dornoch Allsorts After-School Club Parent/Carer Handbook



For further information & updates, please visit our website
www.allsorts-dornoch.org.uk

CLUB TELEPHONE: **07900 24 74 54**

e-mail: allsortsdornoch@outlook.com

Find us on FACEBOOK too!

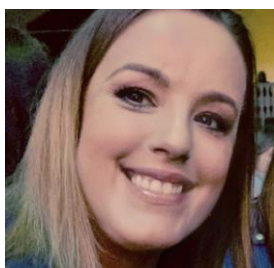


MEET THE TEAM



Kim Tewnion – Chairperson of the Board

Kim has been a part of Allsorts life since her children were young, initially using the service for childcare herself. She became Chair of the Board in 2013/2014 and has spent the last decade advocating the service and our outdoor play ethos. Kim is often in the Club to support the staff team.



Carla Gallon - Manager

Carla has worked part-time at the Club since 2014, working during term time and holidays. Carla has an HNC in Childcare and Education, an SVQ IV in Children's Care Learning and Development, a BA (Hons) degree in Childhood Practice and most recently has completed a Post Graduate Certificate (Merit) (PGCE) in Primary Education. Carla also works with the Highland Council as Childcare Manager for North and Mid areas.



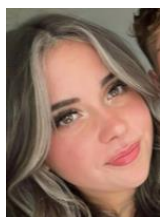
Martin MacKenzie - Playworker

Martin works two days per week term-time and various shifts throughout the holiday programme. Martin joined the team at the beginning of 2016. He has now completed his SVQ III in Children's Care Learning and Development. Martin has been working with children in both educational and out-of-school care for over seven years now (he also works at Dornoch Firth 3-18 Campus during the school day), and he loves seeing what interests them, and how they view the world. His favourite part of working at Allsorts is the fact that he gets to have fun while he works.



Alison Lyon, Hazel Lyon and Chloe Matheson (Relief Playworker staff)

Chloe has recently joined the team this year and is currently a Senior Phase pupil at Dornoch Academy, welcome Chloe to the Team. Alison Lyon has worked with us for the past year and has previous experience and qualifications in the Childcare Sector. Hazel returns to Allsorts as a Playworker following completion of her SVQ Level 3 in Childcare earlier this year.





I WOULD LIKE MY CHILD TO ATTEND THE CLUB WHAT DO I DO NEXT?

There are a few simple things for you to do first! **We are required by law to have a fully completed Registration Form and Personal Care Plan for each child that attends the club.** This will ensure that we have all the necessary information to care for your individual child/ren.

You can book a place for your child by simply texting the Club on **07900 24 74 54** or e-mailing: allsortsdornoch@outlook.com. Minimum booking is 1 hour. We recommend that you book as early as possible to avoid disappointment as unfortunately we cannot always guarantee places. Please do **not** send your child to the club on his/her own without first booking a place as it is essential that we have prior notice to confirm a place available. **We request that bookings are made with a minimum of one weeks' notice where possible (via the Allsorts mobile or e-mail) to ensure that we can plan for accommodating all children. Bookings can be made on a termly/annual basis also.**

We encourage you and your child to visit the club before the chosen start date. This will provide the opportunity to become familiar with new surroundings, be aware of policies and procedures, ask questions and find out about the different activities and opportunities on offer. Allsorts is registered with the Care Inspectorate for 24 children (from 3-15 years old) in any session. Parents are welcome to visit the centre at any time throughout the year. In term time our HQ is the ELC/Library in Dornoch Primary School. Please try and arrange this in advance with staff wherever possible.



WHAT ARE THE CLUB OPENING HOURS?

Our Club is open from the end of the school day (2:30pm for P1-3 and 3:00pm for P4-7) until 5:30pm Monday to Thursday during term time. **For ELC pupils, we can accommodate childcare from 4pm, following the end of the ELC day.** If for any reason the club cannot open, parents will be informed by telephone or email.



WHAT IF CIRCUMSTANCES CHANGE AND I NEED TO CANCEL?

Cancellation on the day or no show will incur the charge for the full period booked as we are unable to offer flexibility with bookings; any bookings made, must be paid for, regardless of whether your child attends or not. This policy is in place to support the planning of activities and ensure the appropriate ratio of staff to children at all times.

There are other circumstances which will not incur cancellation charges:

- ***Club closure (e.g. if the School is closed and access to the building cannot be obtained for Allsorts to operate, or if the club closes due to staffing limitations)***
- ***Special circumstances will be considered and are at the discretion of the club's Manager and/or Board of Directors.***



WHAT ABOUT ARRANGEMENTS FOR COLLECTING MY CHILD?

In term time P1-3 children are escorted / directed through the Primary School building to the Club by school staff at 2:30pm and are collected by Allsorts staff in the ELC room. The older children walk to the Primary School ELC room or the Allsorts Garden at 3:00pm (consent is required for this and can be found on the permissions section of registration forms).

For all "new starts" they will be collected by a member of staff on their first day at Allsorts, from their designated exit point at the school, regardless of what Primary Class they are in.

When you register your child, you will be asked to provide the names of people permitted to collect your child at the end of the session if or when you are unable to collect them yourself. Please contact us if there are any changes to this as any unknown adults will be challenged or questioned if collecting your child and you may be contacted to establish that they have authority to do so.

If you want your child to walk home from the club on his/her own, then we require you to provide permission for this within the consent section of the registration form. Please ask staff for further details if required. Your child **must** be collected from the club by 5:30pm. If you are unexpectedly delayed, please contact the club as soon as possible giving expected arrival time. Late collections will incur an additional charge of £5 up to and including each 15 minutes thereafter. Please do let us know if you will be late as this can be disturbing for both your child and the staff. Please note that if we are unable to contact you or the emergency contacts listed, within 30 minutes of your pre-arranged collection time, the Social Work department will be contacted for guidance. We require that this procedure be in place to ensure the safety and wellbeing of your child at all times.

SOUNDS GREAT! HOW MUCH IS IT GOING TO COST AND HOW DO I PAY?

Allsorts is continuing to use a flat rate of pricing units, having now moved to a cashless system for all users. Payment can be made:

- By BACS or Direct Debit
- Via Childcare Vouchers scheme or Via Tax-Free Childcare scheme

Money must be in our bank account in the month of attendance, or in advance. Late payments are subject to a £5 late penalty charge.

Booking	Cost
PER HOUR CHARGE - 1-hour minimum booking fee	£5.50

Our childcare rates continue to offer families value for money, resisting moving to a flat sessional rate as many other local providers have – ensuring families only pay for the childcare that they need. To pay by BACS or Direct Debit, please get in touch with us to arrange.

Please note that there is an annual £10.00 registration fee (payable in August each year) for all term-time users. This covers the administrative costs of updating all paperwork pertaining to your child.

Fees above, applicable as of 1st April 2025



TAX-FREE CHILDCARE

Tax Free Childcare has been available to access since 2017 – users can pay up to £8,000 per child into a childcare account to receive up to £2000 of annual childcare credit. An effective 20% discount on childcare costs for those not otherwise eligible for government support. Information here: <https://www.gov.uk/government/news/tax-free-childcare-10-things-parents-should-know>



DO THE STAFF HAVE ENHANCED DISCLOSURES AND ARE THEY QUALIFIED TO WORK WITH CHILDREN?

All staff have undergone Enhanced Disclosure checks and are either qualified or are working towards appropriate childcare qualifications, as required by current legislation. Ongoing training is a major part of their role to ensure continuous professional development and to promote and maintain the highest possible standards in our Club. **Please be assured that all staff have been provided with current training and information in terms of mitigating risks associated with COVID-19. Full details of amendments to policy and practice can be found in the COVID-19 Policy (included at the end of this handbook).**



DO I HAVE TO PROVIDE A SNACK?

Allsorts After School Club will provide children with a small snack. **This is included in the session fee.** If your child has any special dietary requirements, please make sure the relevant section of the Registration Form is completed and please keep staff informed of any changes. Staff at Allsorts are aware of and comply with examples of best practice which are detailed in the following publication: "Health Protection in children and young people settings, including Education". This document can be obtained online at: <https://publichealthscotland.scot/publications/health-protection-in-children-and-young-people-settings-including-education/health-protection-in-children-and-young-people-settings-including-education-version-1/#section-1>

WHAT SHOULD MY CHILD WEAR AND BRING?

There is no need for special clothes. School uniform (on school days) or usual casual clothes are fine – but we spend a lot of time outside all year round and in messy play, so sturdy footwear & warm clothing with waterproof jacket are best. When trips are planned you will be told of any special clothing/footwear/change of clothing required. Please ensure your child has wellies with them when required! We have old shirts for craft days & messy indoor activities.

Please can you ensure that your child (where appropriate/necessary) has applied sun cream before attending the club. In addition, it would be useful for each child to carry their own sun lotion to re-apply as required. **Please can you ensure that your child (where appropriate/necessary) has applied sun cream before attending the club. In addition, it would be useful for each child to carry their own sun lotion, which can be re-applied as required. We will be based outside for the most part of each and every day, come rain, hail, or shine! So please ensure that your child comes prepared for this 😊**



WHAT TYPE OF ACTIVITIES WILL MY CHILD BE DOING?

Allsorts is about FUN and ADVENTURE for the children, based on creative and woodland play. Children enjoy exploring, climbing trees, den building, pond dipping and outdoor cooking. Please note that during these outdoor sessions your child will be exposed to "adventurous play scenarios" and there is an increased risk to injury involved in these types of situations. Should you not wish for your child to partake in these such activities then please ensure that this is noted in the consent section of their registration form.

Children will create their own world where they are fairies, pirates, and warriors in the Enchanted Forest. We encourage child-led free play and involve the children in choosing the activities inside and out. During times inside we have art & craft materials but often the children choose to follow their own imagination making tents under tables or spaceships from cardboard boxes! We can also provide a chill-out area & story corner for those wanting some quiet time.

To meet the above, Allsorts After-School Club will:

- Ensure play is supervised by trained staff who understand the importance of appropriate interactions with children
- Consult with children to plan and provide a range of activities to meet their needs. Children's opinions about activities will be taken into account and valued.
- Provide a range of equipment and resources including multi-cultural and inclusive toys and books to support activity plans.
- Facilitate activities that will encourage children to think about their own health, lifestyle, and relationships with those around them.

Through a system of effective communication between all those involved in the club we will provide stimulating opportunities for children of school age whether they attend every day or on an ad hoc basis. Our staff have been trained and can teach the children safe use of tools. There will always be a current First Aid practitioner on site each day. The club is committed to Article 31 in the United Nations Declaration in The Rights of the Child' (1989) – The Right to Play which states that, *"Every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts."* We aim to support all round development in children and young people by promoting and supporting play.

There is continued growing evidence that shows that independent outdoor play is vital for children's development and connection to nature. Children need to explore both their physical environment and their social world without the being constantly told what they should and shouldn't be doing. Research has shown that [children learn self-control over their own actions and decisions](#) in this time. We have also identified from the children themselves, that having constant adult supervision whilst playing with their peers is something they do not appreciate or want. The Care Inspectorate supports care service providers taking a positive approach to risk in order to achieve the best outcomes for children. This means moving away from a traditional model that takes a risk-averse approach, which can unnecessarily restrict children's experiences attending registered services, to a more holistic risk-benefit model. We have undertaken a Risk Benefit Analysis to assess the potential of offering this provision and have introduced the following safety measures.

At Allsorts, we like to pride ourselves in being able to allow children opportunities to promote independence skills such as problem solving, negotiation, debating and risk assessment. We also believe that our Club should provide a "home from home" experience for the children. Consultation with the children shows us that sometimes they don't want "us adults" watching over them all the time, spoiling their fun and they want some privacy with their friend groups; having taken this into consideration and following research that signifies the benefits of allowing children to play independently, we will be introducing "independent play" for our older children in P4-P7 (where this is deemed appropriate and safe to do so). A Risk Benefit Analysis has been completed and includes the following safety precautions: Clear boundaries (both physical and behavioural) will be set and agreed with the children and the children will sign to these agreements. Regular communications and physical check-ins with children will be carried out. Children must be accompanied by at least one other peer at all times. Should these be broken, the privilege will be removed from individuals. For further details on this, please ask staff at the Club or get in touch with the Manager. Explicit permission to consent to the older children partaking in independent play is required from parents, and this is sought on our registration forms under the permissions section.

WHAT PROCEDURES DO YOU HAVE IN PLACE SHOULD MY CHILD BECOME ILL OR HAVE AN ACCIDENT AT THE CLUB?

If your child becomes unwell or has an accident at the club, you or someone from your emergency list will be contacted immediately, should staff feel it is appropriate to do so. In all cases, you will be informed when your child is collected. All accidents, however minor, are recorded via an Accident Report which should be signed by parents/carers and staff. Allsorts actively promotes and encourages children to assess risk for themselves; this said, at all times when using more "dangerous resources and equipment" such as the fire, rakes, loppers, ropes, and trees for example, these will be supervised by a member of staff. It must be noted that however that accidents do happen, and in the case of an accident occurring whilst using these "more dangerous resources and equipment" the risk of injury is increased, as is the possibility as to the severity of the injury. Please advise as staff member if you wish to discuss this further or if you decide that you do not wish to give permission for your child to be involved in such activities.



MY CHILD HAS TO TAKE REGULAR MEDICATION, WHAT SHOULD I DO ABOUT THIS?

Any medication that your child self-administers (e.g., an inhaler) must be noted on their registration form. Your child is responsible for its safe keeping. Allsorts can only administer medication that has been prescribed by a doctor, has the child's name on the label and the dose stated correctly.

Parents must complete and sign a Medical Consent form and ensure that they are responsible for administering the initial dose of medication, to confirm that there are no adverse reactions or allergies

to it. Please see the Medication Policy for more details. We cannot give un-prescribed medicine such as Calpol. ***Children must not be sent to the club if they are unwell.***

The following are guidelines regarding infections illness, as set out in the Highland Council Infection Control Guidelines.

<i>Chicken Pox</i>	<i>At least 5 days from onset of rash and until all blisters have crusted over</i>
<i>Diarrhoea and vomiting</i>	<i>Until 48 hours after their last episode</i>
<i>Cold and flu-like illness (including COVID-19)</i>	<i>Until they no longer have a high temperature and feel well enough to attend. Follow advice on NHS inform if they've tested positive for COVID-19</i>
<i>Impetigo</i>	<i>Until the sores have crusted and healed, or 48hrs after starting antibiotics</i>
<i>Measles</i>	<i>5 days from onset of rash</i>
<i>Mumps</i>	<i>Until the swelling has gone down, but at least 9 days from the first sign of symptoms</i>
<i>Scabies</i>	<i>Until they've had their first treatment</i>
<i>Scarlet Fever</i>	<i>Until 24hrs after starting to take antibiotics</i>
<i>Whooping cough</i>	<i>Until 48hrs after starting to take antibiotics</i>
<i>No exclusion period – but make us aware of: Hand, Foot and Mouth, Glandular fever, Head lice, Tonsillitis, Threadworms and Slapped Cheek</i>	



WHAT SHOULD I DO IF THE WEATHER IS BAD?

In the event of adverse weather, we advise you to listen to the local radio station. They provide regular updated information regarding school closures. In the case of severe weather conditions or other unforeseen conditions when the school/s are closed in advance (i.e., in the morning), the Allsorts After-School Club will also be closed. After school hours: Allsorts After-School Club will stay open as long as Dornoch Academy & Primary School is open. In the event of deteriorating weather during club time and children need to be sent home, we will contact you or someone from the emergency contact list to come and collect your child as soon as possible. It is important that any changes in collection, bookings etc, are made known to the play workers especially in adverse weather conditions. Parents are asked to note that staff may have to make on the spot decisions on whether to stay open or to close, in order to ensure the safety of the children. Please ensure that emergency contact numbers are correct and up to date. If you have any questions regarding the above, please discuss them with the playworkers, Manager or any member of the Board.

IF I HAVE A COMPLAINT OR MY CHILD IS UNHAPPY AT THE CLUB, WHAT DO I DO?

The Allsorts After School Club policies are available in the library section of our website www.allsorts-dornoch.org.uk and can be accessed by parents/carers/staff at any time. We can also provide paper copies of Policies on request. Allsorts aims to promote and maintain open and honest communications. Please be aware that our 'open door' policy welcomes your ideas and suggestions for the club. However, if you feel that your child is having a problem or is unhappy at Allsorts After School Club, please discuss this with the Playworker staff in the first instance. This is also the procedure should you have a complaint. If you are still not satisfied and wish to discuss the matter further, you can contact our Manager Carla Gallon, via telephone: 07871 945 513 or via email allsortsdornoch@outlook.com.

You are also able to speak to the Care Inspectorate at any time to discuss concerns and/or complaints, on their helpline 0845 600 9527. The address is:

Care Inspectorate, Scottish National Heritage, Great Glen House, Leachkin Road,
Inverness IV3 8NW

Telephone: 0345 600 9527



HOW CAN I GIVE FEEDBACK OR SUGGESTIONS FOR THE CLUB?

Allsorts After School Club welcomes parental input. We send out questionnaires from time to

time, so we can get feedback on how we are doing and how we can improve. Informal feedback and suggestions can be made to staff or the board of directors at any time.

We are always looking for new and innovative ways of communicating with parents, and we have a popular facebook platform where we share a lot of information. Parents are welcome to communicate through this platform. Directors of Allsorts After-School Club are elected at the AGM in June and the majority are parents of children at the club. Children are regularly consulted about activities, choices for snack menu and equipment purchase as well as discussing and agreeing Club Rules. You will also always be informed of the outcomes from such questionnaires and surveys.

If you need to speak to a member of staff in more detail, this is best done by phone, or a meeting arranged outside the club hours to avoid disrupting play and to ensure confidentiality. Allsorts welcomes suggestions & comments from parents, who are welcome to attend Board Meetings or join the Board of Directors. Emails can also be sent via the website.

FURTHER INFORMATION

GIRFEC: Getting It Right For Every Child - is important for everyone who works with children and young people – as well as many people who work with adults who look after children. Practitioners need to work together to support families, and where appropriate, take early action at the first signs of any difficulty – rather than only getting involved when a situation has already reached crisis point. Allsorts staff are committed to working within the framework and guidelines of GIRFEC. According to these guidelines it states that “there are 8 things that every child needs to have a good life – being **safe, healthy, achieving, nurtured, active, respected, responsible and included**. Your child will have a **Named Person** who is there to look out for you and your child if you need help. This person is (in the case of Nursery children) the Local Health Visitor, (and for Primary School aged children) the School Head Teacher. Allsorts staff will work in partnership with the **Named Person** to ensure that your child has the 8 things required for a good life. For further information about GIRFEC and what it means to you as parents/carers, please do not hesitate to contact the Manager (Carla Gallon) or use the following links:

<http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

www.wellbeingforyoungscots.org

www.alliance-scotland.org.uk/what-we-do/projects/getting-to-know-girfec/

There is also an “Easy Read Guide” to GIRFEC available on the Allsorts website.

Allsorts Mobile: 07900 247454

Website: www.allsorts-dornoch.org.uk

E-mail: allsortsdornoch@outlook.com

Search for Dornoch Allsorts on Facebook!!

Dornoch Allsorts After School Club is a Scottish Charity No SC034176.

It is a company limited by guarantee, registered in Scotland, number 356347.

The registered office is 9 Ross Avenue, Dornoch IV25 3TD

The following pages contain further information relating to some of our policies and procedures, which are important for you to be aware of prior to using the service namely;

- Parent Introduction / Behaviour Management policy / Confidentiality Policy / Complaints Policy

Full details of all our Policies can be found online on the allsorts webpage:

www.allsorts-dornoch.org.uk

Please also note, where signatures are required on paperwork (registration forms, medication consent, accident/incident forms for example), electronic signatures and an e-mail trail of this will be accepted.

PARENT INTRODUCTION

All parents will read or be verbally informed of this Introduction Policy in conjunction with the Parent checklist. This Introduction Policy will ensure that all parents know who to contact, or where to gain further information on particular subjects. During introduction/welcome to the club, all parents will be informed about the following:

Enhanced DISCLOSURE - *Staff*. The board is responsible for ensuring that all staff have undergone an Enhanced Disclosure Check.

Care Inspectorate registration – *Premises*. Letters/copy certificates or details of where to find these within the Club, i.e. on notice board/Allsorts website. The Allsorts registration number is CS2003008589.

Insurance - Employer Liability/Public liability – copy of certificates or details of where to find these within the Club i.e. on notice board/Allsorts website.

- You will be informed of fees and payment terms. If you have any queries or problems regarding this matter, please contact the Playworker or Manager. Staff should ensure all registration forms are completed **in full**, including emergency contact numbers and email addresses etc. Parents will note that if for any reason they are going away for the day, they should inform the club. In the event that your child becomes ill, you may wish to give a second or third contact number for that day.
- Staff will inform parents about confidentiality – all information either written or verbal will be kept with staff members/regular volunteer helpers only and will be treated in the strictest of confidence – details of this can also be found within the Welcome Pack.
- Staff will discuss general activities that occur at Allsorts. If Allsorts is planning a specific activity in a particular week, staff will notify/inform parents, particularly if any special equipment/clothing is required, e.g. boots for a forest walk etc.
- Staff will inform parents about the Healthy Eating/Health Education procedures in place, i.e. to be fair to the other children, please ensure that no child brings in sweets or fizzy drinks to Allsorts. Healthy eating is actively promoted.
- Complaints. Staff will inform parents about the complaints policy and procedure in place and draw their attention to this in the Handbook.
- Parents will be informed about the periodical newsletters and information available which is shared digitally via email and through our Facebook and webpage platforms and be told who to contact for further information.

BEHAVIOUR MANAGEMENT POLICY

At Allsorts we will follow this behaviour management policy to ensure that we promote positive behaviour at all times and will deal with any difficult behaviour in the best possible way. Our children have been dynamically involved in the process of creating rules and ideas of expected behaviour to follow whilst at the Club. The rules for acceptable behaviour are created with the children at the beginning of each academic year, using their own words and pictures and these are displayed where possible.

We expect the children to follow the rules of accepted behaviour which include (but are not exhaustive):

- * Showing respect for each other and adults
- * Listening to each other and adults
- * Sharing with others and letting them join in with games
- * Tidying up toys, outdoor clothes and snack items
- * Walking in the corridors and anywhere indoors, not running, so as to avoid accidents.
- * Avoiding accidents and hurting others wherever possible; children using own skills in risk-assessment
- * Being nice to others and not hurting anyone's feelings
- * Staying out of areas such as the tills of the canteen, the cooker in the kitchen etc, and any other areas that adults deem unsafe for children (e.g. areas of the Allsorts garden)
- * No shouting or swearing
- * Being polite to others and saying please and thank you and helping one another
- * Looking out for one another especially in outdoor play

The children also set their own rules and expectations of behaviour including:

- * Sharing toys with others and let others join in our games
- * Walking indoors so that we don't hurt ourselves in the canteen
- * Using quiet voices inside and loud voices outside
- * Being kind and nice to each other
- * Listening to each other and to adults
- * Tidying up our things after snack and before we go home for the day; including games and resources that have been played with during the session

We will promote positive behaviour by doing the following:

- * Acknowledging children's feelings
- * Separate the behaviour from the child i.e. the behaviour is unacceptable not the child
- * Talking to parents about children's behaviour
- * Using words to describe how a child is feeling
- * Being consistent with praise and reinforcement
- * Use praise that is relevant to the individual child and what he or she has done
- * Using "down time" if a child needs space to think and wind down
- * Step into situations when needed to resolve them
- * Work out what has happened in a situation so that you give attention to the child that has been hurt
- * Ensuring children have fun and are busy with something to do

We will use the following strategies for dealing with any difficult behaviour:

- * Ignore unwanted behaviour if it is simply attention seeking and it is safe to ignore it
- * Take children away from the situation and talk to them calmly until they can return to the situation
- * Talking to children about the problem to find out what is causing the behaviour
- * Asking children to make up with other children if they are able to
- * If children are showing difficult behaviour outdoors, warn that if it continues, they may be taken away from the activity for a period of time.
- * Use a warning system with a countdown for example, and be sure to follow this through, and if the behaviour continues then talk to the child's parents about it.
- * Be consistent; if children are taken away from activities/play for hitting once, ensure continuation of this for repeated behaviour
- * Where appropriate and in partnership with parents, work out an agreement with the child and parent/carer as to what behaviour is acceptable and unacceptable and get the child and parent/carer to sign it
- * Never use physical punishment of any kind
- * Only manually handle a child if they are in danger of hurting other children, a member of staff or themselves and only do so in the safest possible way. Ensure to record all incidents of this appropriately using the relevant forms
- * Never make a child feel humiliated, if you give them time away from an activity, then let them have this time to think things over, do not keep going on at them
- * Always ensuring the children are clear that it is the behaviour from them that is unacceptable, not the child themselves

Confidentiality Policy

Confidentiality should be observed in all aspects of working with children except in exceptional situations as outlined in our Child Protection Policy. Failure to adhere to the confidentiality policy may be regarded as gross misconduct and form grounds for instant dismissal.

Confidentiality should be maintained regarding children and their families and staff/volunteer details.

Areas of confidentiality include:

- Medical details except where notification is required (e.g. head lice, chicken pox)
- Marital status
- Financial matters including those of parents who receive assistance with childcare fees
- Parent/guardians' employment situation
- Parent/guardians' and children's home situations where information has been given to the group in confidence
- Court orders e.g. access rights, Social Work placements etc.
- Child Abuse (see above)
- Religion
- Children's addresses/phone numbers unless permission is given (e.g. by a committee member to have their phone number listed for contact)
- Any records relating to the child within the club such as accident/incident unless these require to be shared with parents and/or other relevant professionals
- Records relating to staff and volunteers of the club

All personal records must be kept in a safe, preferably locked place.

User's Complaints Policy

Allsorts After-School Club is committed to the development of the whole child by offering quality play, care and education, respecting the rights and needs of all children and their parents or carers.

If any user of Allsorts After-School Club has a complaint, they can:

- Discuss the issue informally with Staff member at the Club. This informal complaint should be investigated and resolved to the satisfaction of all parties within 7 working days.
- If this does not resolve the issue, discuss the matter further with the Manager. This complaint should be investigated and resolved to the satisfaction of all parties within 14 working days.

If the matter is not resolved within the agreed timescale, they can:

- Discuss the matter further with the Chair of Allsorts After-School Club Board of Directors. The complaint will be investigated and responded to within 14 working days.

Parents/carers are also able to contact the Care Inspectorate directly with a formal complaint. **Care Inspectorate: How to raise a concern or a complaint**

For a registered care service, you can choose to contact us directly by either:

- filling in our [online form](#)
- calling us on 0345 600 9527 between 9am and 4pm, Monday to Friday
- emailing us at concerns@careinspectorate.gov.scot

Details on how to make a formal complaint can be found in The Care Inspectorate publication "Unhappy about a Care Service?" You will find a copy of this displayed on the parent noticeboard and it can also be downloaded from:

<http://www.careinspectorate.com/images/documents/167/Unhappy%20about%20a%20care%20service%20-%20May%202014.pdf>

or go to the care Inspectorate Website

<https://www.careinspectorate.com/index.php/complaints>

Allsorts is committed to maintaining a culture where it is safe and acceptable for all employees and users to raise concerns about poor or unacceptable behaviour – this is detailed in the Whistle Blowing Policy.

PLEASE NOTE ALL POLICIES ARE REVIEWED AND WHERE NECESSARY AMENDED ON AN ANNUAL BASIS, AND MORE REGULARLY SHOULD THE NEED ARISE. THE POLICIES CONTAINED IN THIS HANDBOOK ARE THE MOST CURRENT AND UP TO DATE VERSIONS. OUR FULL POLICIES CAN BE FOUND ONLINE AND HARD COPIES ARE AVAILABLE AT THE CLUB IF REQUESTED. PARENTS ARE WELCOME TO PROVIDE INPUT, SUGGESTIONS AND CHANGES THAT THEY WOULD LIKE TO SEE WITHIN ANY OF OUR POLICIES.