

## Arrangements for complaint

If you have concerns or a complaint about the service that you receive at the club, please let the co-ordinator know. The co-ordinator will want to take some details to make sure that she has all the information needed to investigate the complaint.

This will include:

- Your name
- The nature of the complaint
- Date and time of complaint

Complaints will be dealt with promptly and fairly and in a confidential manner. You will receive a written response to your complaint within seven working days of making your concern known, and a further letter once the matter has been fully investigated, if it takes longer than seven days.

If you are not satisfied with the response received from the club, or if you have a serious concern about the quality of care your child is receiving, you should contact the Care Social Standards Inspectorate for Wales (CSSIW). Your local regional office is:

CSSIW  
North East Wales Regional Office  
Broncoed Road  
Wrexham Road  
Mold  
Flintshire  
CH7 1HP

Tel: 01352 707900

# Ewloe Green After School Club



At: Ewloe Green C.P School  
Ewloe  
Deeside  
Flintshire  
CH5 3AU  
Telephone: 07906050373

Ewloe Green After School Club  
A CELTEC initiative is fully insured and is a member of  
Kids' Club Network (London)  
North East Wales Association of Out of School Clubs

## **Welcome to Ewloe Green After School Club**

The Club started up in April 1997 and soon became very popular. We are registered for 32 children a session. There are four Playworkers and One Club Co-ordinator.

At the Club we aim to create an environment which is caring and stable, where children can develop as confident individuals aware of the needs of others as responsible members of society.

### **Information**

#### **Opening Times**

We provide quality care at the following times:

**After School :** 3.00.p.m to 6.00 pm

Parents must collect children promptly.  
Parking on school property is restricted to the spaces outside the Junior door. This is for the children's safety.

### **Refreshments**

A drink and snack will be provided at the Club

### **Charges per child**

After School (3.00 –4.00p.m) £3.00  
(4.00-5.00p.m) £2.50, then 50p  
per quarter hour thereafter  
Second and third children will be charged 50p  
less for first hour

### **Payment**

All fees are payable on the last school day each week or by arrangement in advance.  
Payment by cheque is preferred.

**Please note:** Reception and Infant Children will be collected from School at 3.00 p.m by After School Club staff, and staff at the Club must be informed of any changes in person collecting child/children at the end of the day.