

Complaints Procedure

If you have a complaint, we want to try and put it right as soon as possible. Please bring any complaints to the attention of any of the Ness Out of School Club staff or the club's manager:

Mrs Gina Finch
NOOSC Manager
Dunrossness Primary School
Dunrossness
ZE2 9JG
Telephone: 01595 745 440

All complaints will be taken seriously and dealt with in a professional manner. They will remain confidential and the complainant will be kept informed throughout the process. A record of the process will be kept to try to avoid the same problem arising.

If you would rather speak to someone other than a member of staff or feel that your complaint has not been dealt with satisfactorily you have the right to contact the Care Inspectorate:

Care Inspectorate
First Floor
13 Hill Lane
Lerwick
LE1 0HA
Telephone: 0345 600 9527