

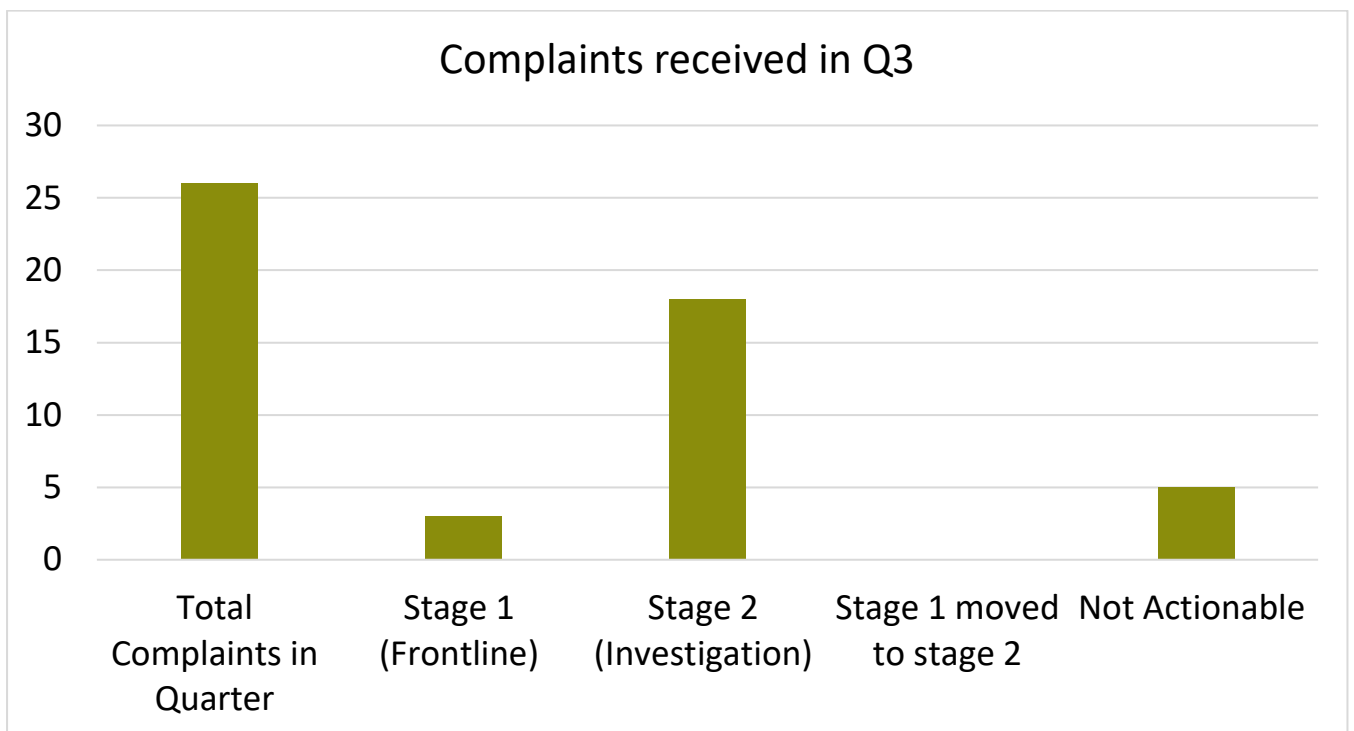


children's  
hearings  
scotland

## Complaints Report Q3

### 1 October to 31 December 2025

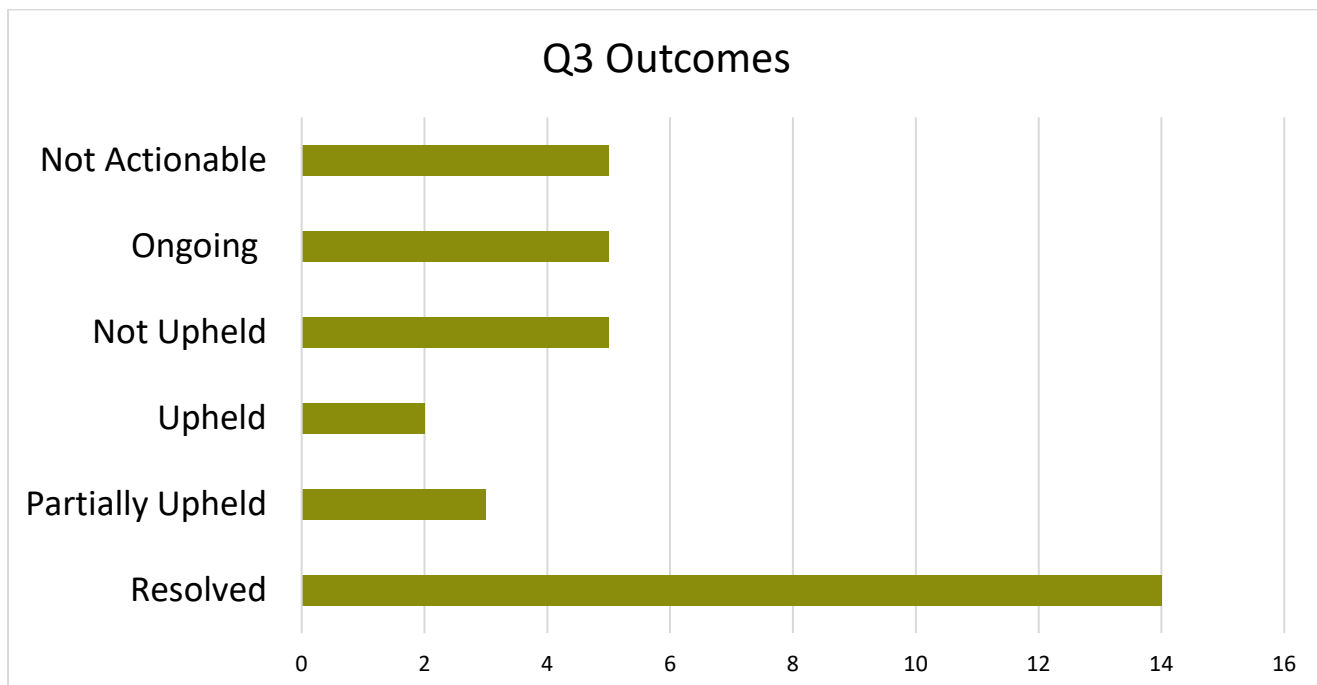
There were 26 complaints received in Q3 of 2025/26. This represents an increase compared to the previous quarter (21) and an increase on the corresponding quarter in 2024 (16).



Of 26 complaints received, 16 were concluded and five in progress by the end of the quarter. The remaining five complaints did not fall within our [Complaints](#)

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**Handling Procedure** and the complainants were re-directed to the appropriate service.



### Lessons learned and service improvement

All complaints received within the quarter were acknowledged within three working days. All complaints received and investigated within the quarter were concluded within 20 working days.