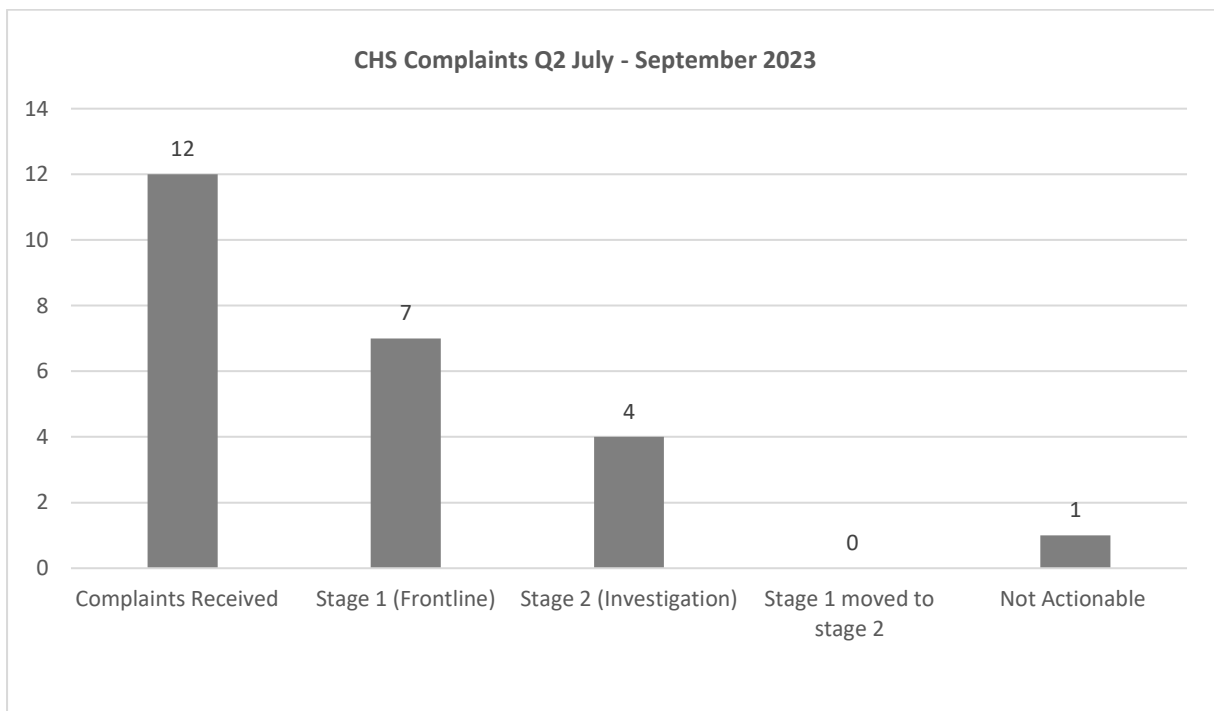


Children's Hearings Scotland (CHS)
Complaints report to 30 September 2023



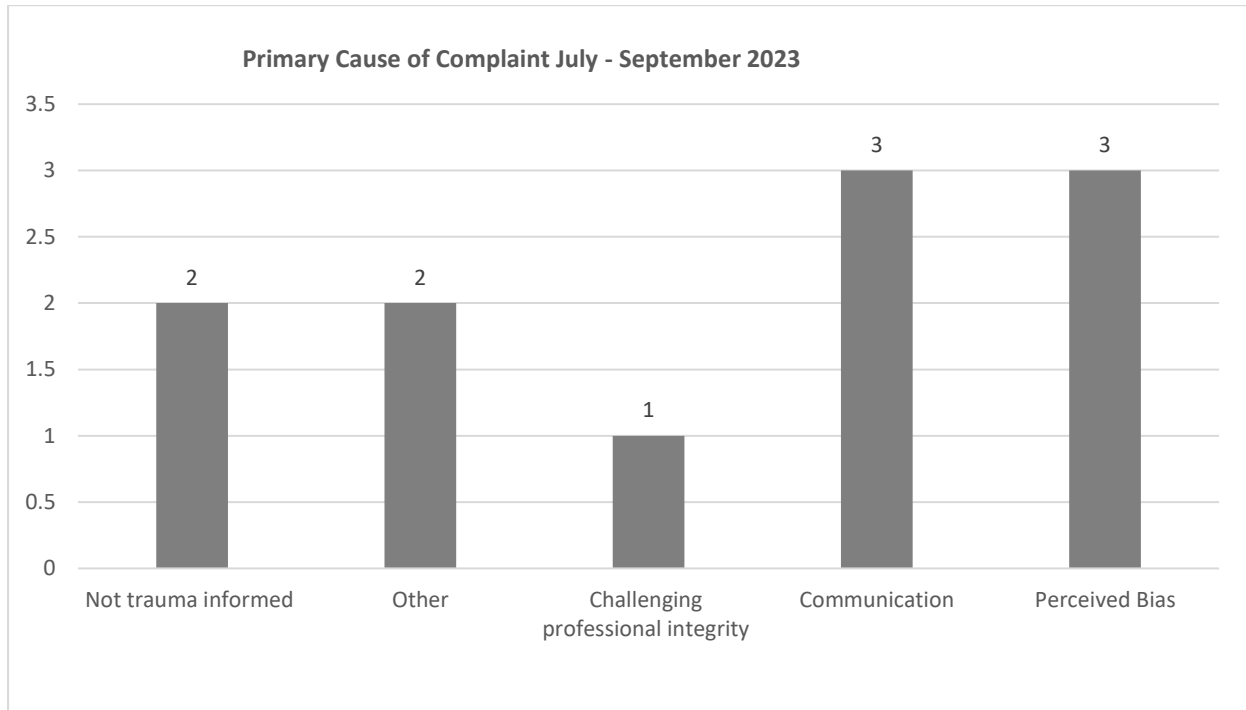
The Children's Panel – life changing.

There were 12 complaints made to CHS during the period to 30 September 2023, this represents a slight increase from the previous quarter (10) but consistent with the same period last year (12).



Complaint Outcomes

One Stage 2 complaint was upheld during this quarter with three not upheld.



Lessons learnt and service improvement.

Communication issues resulted in three complaints this quarter and we continue to focus on supporting our volunteer panel members to communicate in a trauma informed way. Training resources are being rolled out to support this.

Perceived bias was a feature of three complaints. Those complaints arose from one hearing and the complaint was not upheld.

We will use our community newsletter which is sent to all panel members to share information about complaints and encourage a trauma informed approach in all hearings.

We continue to develop close working relationships with organisations who work with children and young people and we will use the insights that we learn from this engagement to feed into our practice and policy.

We will shortly be launching a pilot in several areas to encourage children to tell us about their experience of their hearing and the insight from this will help us to improve hearings for children.

We always discuss the complaint with the individual panel member so that they have an opportunity to reflect on the impact of their words or actions and learn from the experience.

There were no cases referred to the Scottish Public Services Ombudsman during this quarter.