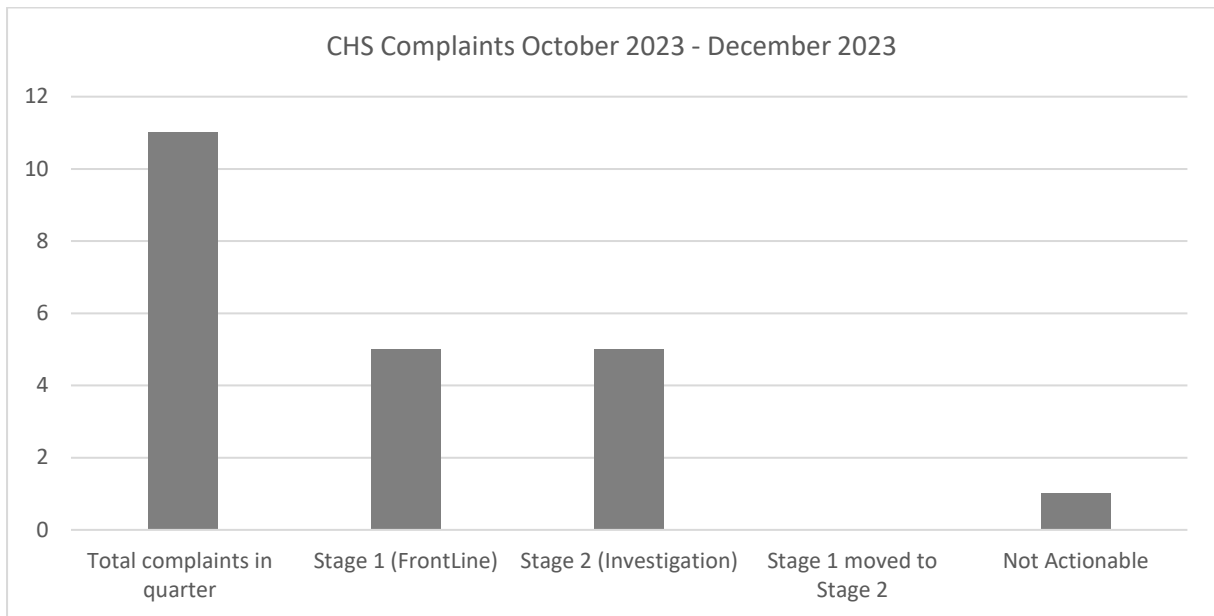


# Children's Hearings Scotland (CHS)

## Complaints report to 31 December 2023

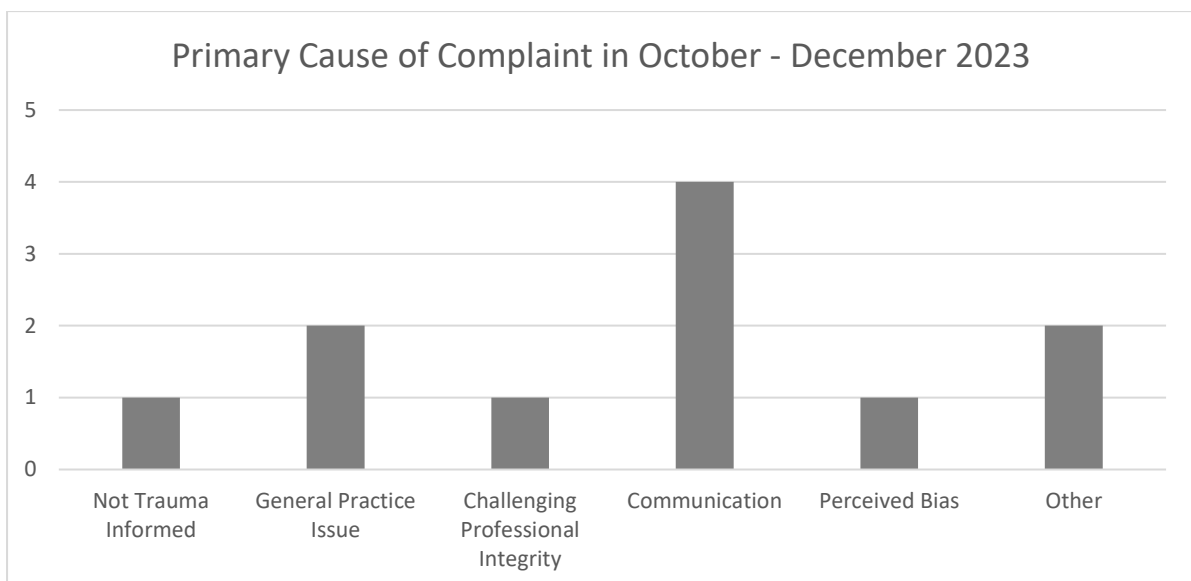


There were eleven complaints made to CHS during the period to 31 December 2023. This represents a slight decrease from the previous quarter (twelve) and a decrease from the same quarter in 2022 which received seventeen complaints.



### Complaints outcomes

One Stage Two complaint was upheld this quarter with three not upheld.



## **Lessons learned and service improvement**

Communication issues resulted in four complaints this quarter and we continue to focus on supporting our volunteer Panel Members to communicate in a trauma informed way. We are developing a guide for Panel Members on language used in the hearing room to help them to discuss and explain some of the more technical aspects of hearings in a simple and inclusive way.

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 have now launched our feedback pilot in several areas to encourage children to tell us about their experience of their hearing and have already received responses. These insights will help us to improve hearings for children.

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

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.