

Child-led; child makes a complaint

Everyday business

- Have conversation with the child.
- Provide immediate response or action.
- Check whether the child is satisfied with the outcome.
- If not, offer the complaints process in a way that feels **safe and manageable**.
- **Make a written record** of the conversation and any actions or outcomes.

Accessing the complaint process

- Ask the child whether they would like to nominate someone to support them, or would like to be signposted to advocacy.
- If that person is not a member of staff, ask the child to nominate a member of staff to be their point of contact.
- Have **first discussion** with the child to understand their complaints and decide next steps.
- If the child wants any adult supporting them to act on their behalf, seek their **informed consent**.
- Consider whether **contact needs to be made with responsible adult/s**.
- **Make a written record** of the key points discussed and share this with the child.

Stage 1: Responding

- Consider stage 1 complaints through the normal process.
- Give due weight to the views of the child and consider their **best interests**.
- Have an **outcome discussion** with the child to explain the outcomes reached.
- **Make a written record** of the outcome and share this with the child.

Stage 2: Investigation

- Carry out full investigation into the complaint.
- Give due weight to the views of the child and consider their **best interests**.
- Have an **outcome discussion** with the child to explain the outcomes reached.
- **Make a written record** of the outcome and share this with the child.
- Provide a decision letter, if the child wants one.

Escalation

- Explain that the SPSO are the independent final stage of the complaints process and provide materials to explain the process of complaining to the SPSO.
- If the child would like additional support to complain to the SPSO, ask them to nominate someone to support them and/or consider signposting for independent advocacy.