

Adult-led; adult complains about an issue that affects a child

Everyday business

- Any children affected have the right to provide their views, so the two stage process below should be followed.

Accessing the complaint process

- Clarify and agree the adult's complaints through the normal process.
- **Ascertain ownership of the complaint.**
- Clarify the adult's relationship to the child and **consider whether contact with any responsible adults is needed.**
- Ask the adult whether the child is aware of the complaint and explain their right to provide their views.
- Ask the child whether they would like to nominate someone to support them (this can be the adult complaining).
- If that person is not a member of staff, ask the child to nominate a member of staff to be their point of contact.
- If the child has ownership of the complaint, seek their **informed consent** to decide how and whether to proceed.
- Have **first discussion** with the child to understand their views on the complaints being raised.
- **Make a written record** of the discussion 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.**
- Give decision to adult through normal process.
- If the child wishes, have an **outcome discussion** with them to explain the outcomes reached.
- **Make a written record** of the outcome and discussion 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**.
- Provide decision letter to adult through normal process.
- If the child wishes, have an **outcome discussion** with them to explain the outcomes reached.
- **Make a written record** of the outcome and discussion and share this with the child.

Escalation

- Explain to the adults involved that the SPSO are the independent final stage of the complaints process and provide materials to explain the process of complaining to the SPSO.
- Ensure this option is explained to the child in a way that feels **safe and manageable**.

