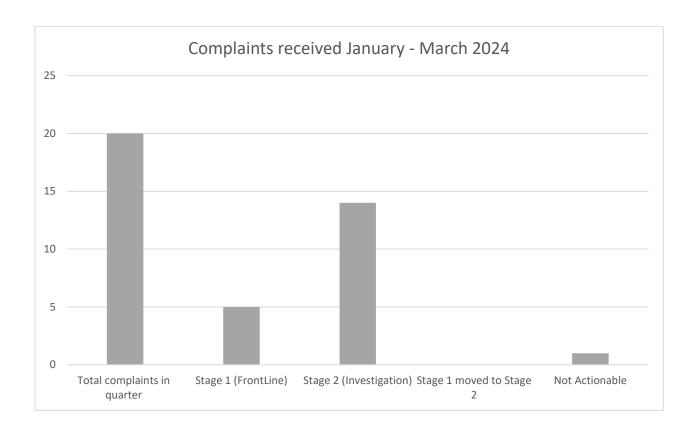


Children's Hearings Scotland (CHS)

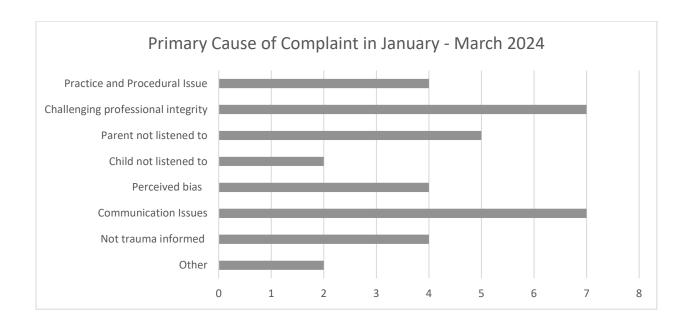
Complaints report to 31 March 2024

There were twenty complaints made to CHS during the period to 31 March 2024. This represents an increase compared to the previous quarter (eleven) and the corresponding period in the previous year (thirteen).



Complaints Outcomes

Two complaints were upheld this quarter with one not upheld and one partially upheld. The remainder were still being investigated on 31 March 2024.



Lessons learned and service improvement

One complaint in this period was escalated to the Scottish Public Services Ombudsman (SPSO) by the complainant. The SPSO decided that the complaint had been handled appropriately by CHS and took no further action.

We have worked closely with managers in our new area structure to ensure that complaints received locally are identified and handled in line with our complaints handling procedure and to ensure that appropriate support is in place for those who may be the subject of a complaint.

Our feedback pilot saw children and young people in a small number of selected areas being offered a postcard with a QR code on it to encourage them to provide feedback about their hearing, or to let them know they could make a complaint if they wanted to. We are evaluating this activity currently and plan to extend it to other areas in the coming months.