

## Child Friendly Complaints

### Ensuring children's rights and needs are met by public service complaints procedures in Scotland

#### Pilot of Draft Child Friendly Complaints Guidance

Following an extensive co-design project with a wide range of children, young people, and other stakeholders, we have now launched a pilot of a draft version of the new approach to handling complaints involving children. This consists of two key guidance documents - the Child Friendly Complaints Handling Principles, and a Child Friendly Complaints Handling Procedure.

The purpose of the pilot is to test the new approach in a real world setting, to ensure it achieves the goal of meeting children's rights and needs, and to identify any changes required or improvements that may be beneficial. The pilot is open to any public body under our jurisdiction, to trial and test the new process at a scope and scale that they feel is appropriate and manageable, with the SPSO available to support that implementation and answer any questions that may arise during the handling of a complaint.

If your organisation would like to learn more about the draft guidance, or would like to take part in the pilot, please contact us at [ISE-CSA@sps.gov.scot](mailto:ISE-CSA@sps.gov.scot) and we will be happy to help..