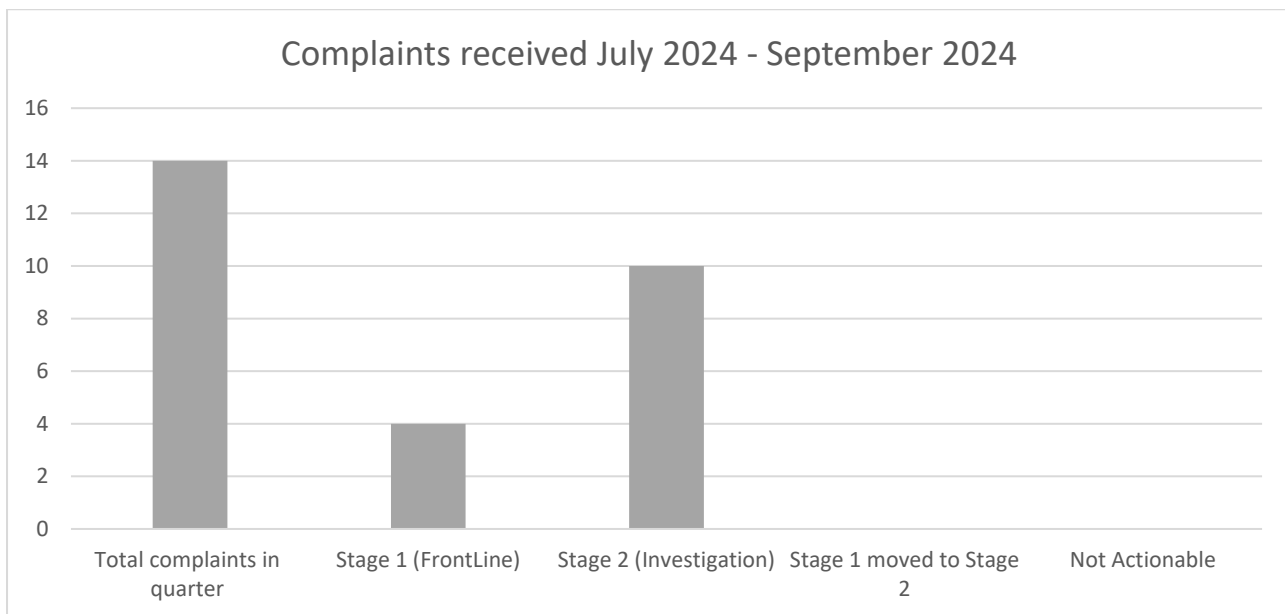


# Children's Hearings Scotland (CHS)

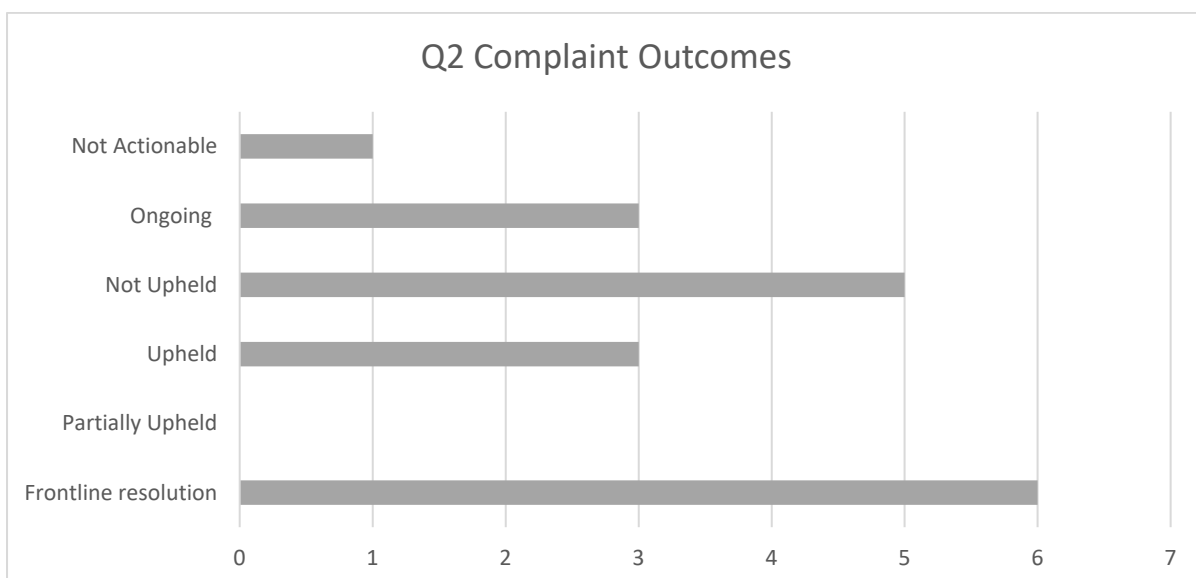
## Complaints report to 30 September 2024

There were 14 complaints made to CHS during the period to 30 September 2024. This represents a slight decrease compared to the previous quarter (25) and a slight increase on the corresponding period in the previous year (12).



## Complaints Outcomes

Three complaints were upheld this quarter with five not upheld. There were three complaints working at the end of the quarter.



## **Lessons learned and service improvement**

We are working closely with our Participation team to develop plans that will allow us to enhance ways for children and young people to tell us about their hearings experience and make a complaint if they wish to.

We have agreed a clear process with support material, to allow our Tribunal Delivery teams in our areas to support our work on complaints, particularly in relation to support, learning and development for our volunteer panel members.