

Appendix 3: Child Friendly Complaints Checklist of Considerations

Child Friendly complaints

Checklist and evidence of considerations

Notes:

At all stages consider the Best Interests of the Child (Article 3, UNCRC) is paramount. Direct involvement may not be appropriate where it is not in the child's best interests, such as:

- * Risk of distress (e.g. bullying, trauma).
- * Child's Wishes: They clearly choose not to take part.
- * Legal/Procedural Limits: Law or process restricts participation.
- * Developmental Stage: Child lacks maturity or understanding.

Use professional judgement, in conjunction with parent/carer, to determine level of involvement of child/young person.

Date		Complaint Ref	
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Name of Child				
Stage				
1) Best Interests of the Child (Article 3) Note: the default expectation is that children are informed and actively involved in complaints that affect them.	Child to be involved directly	Yes		No*
	Discuss/agree with parent/carer. Briefly detail reasoning here*			
2) Informed consent sought from child? The default expectation is that children are informed and actively involved in complaints that affect them.	Yes		No*	
3) Medium informed consent obtained by	Written*			
	Verbal*			
	Video/recorded*			

4) Capacity of child assessed (age & maturity)	Parental discussion, professional judgement based on knowledge of child.*
5) Rights considered	Add/delete articles as applicable.
6) Child's views	