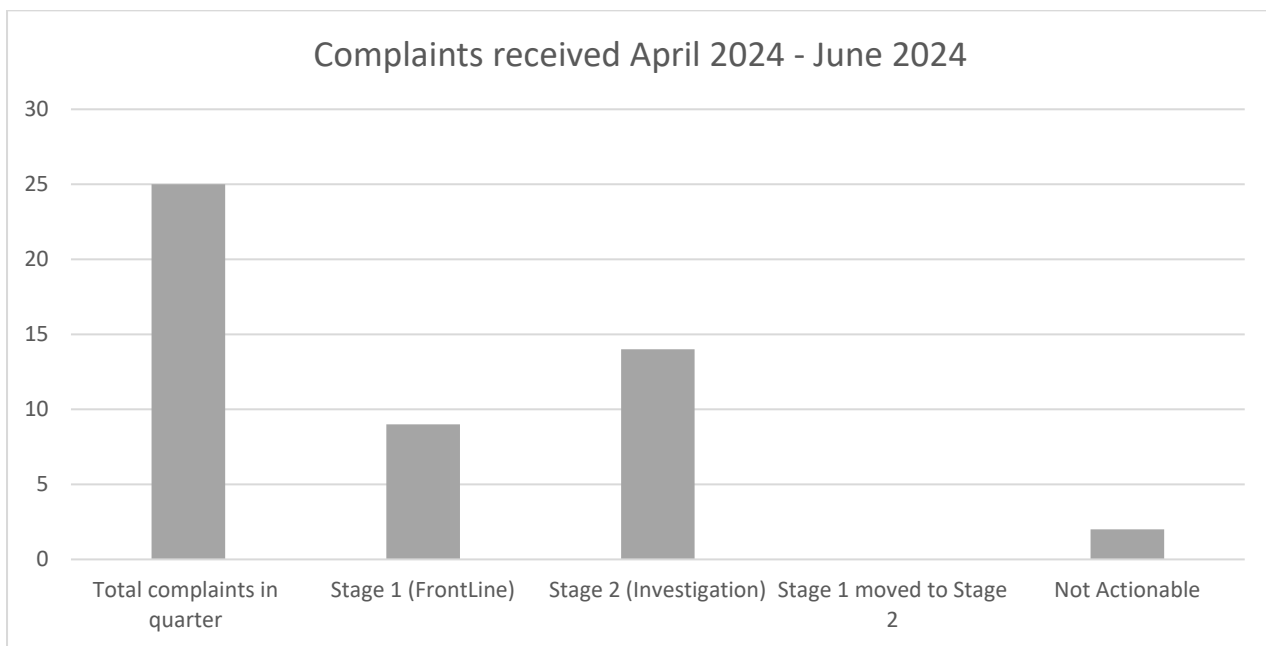


Children's Hearings Scotland (CHS)

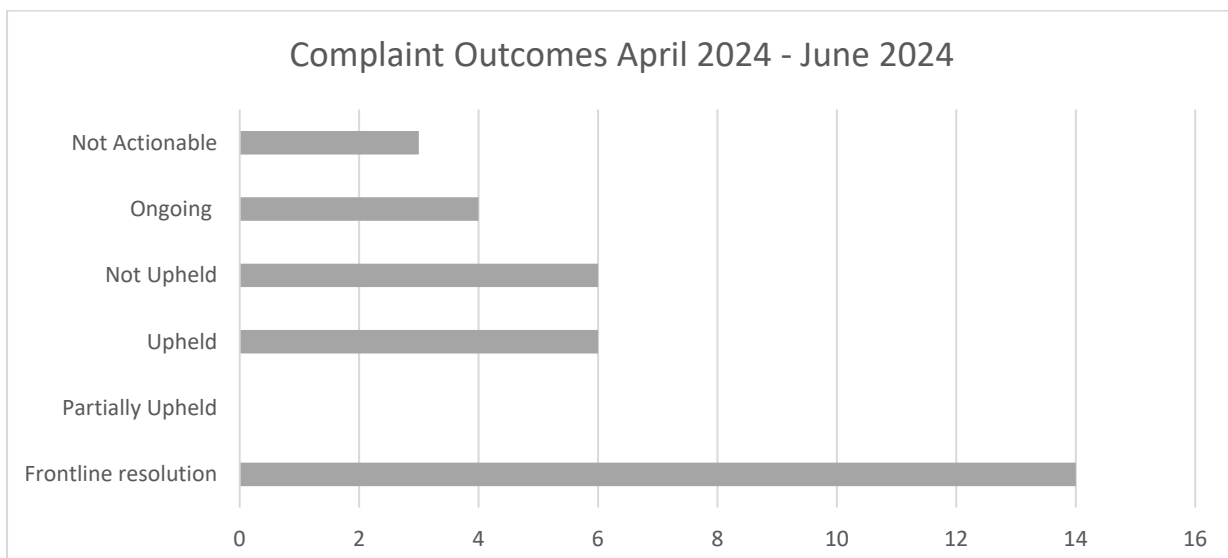
Complaints report to 30 June 2024

There were 25 complaints made to CHS during the period to 30 June 2024. This represents an increase compared to the previous quarter (20) and the corresponding period in the previous year (10).



Complaints Outcomes

Six complaints were upheld this quarter with six not upheld. There were four complaints working at the end of the quarter.



Lessons learned and service improvement

We are working with our new local area teams to make sure that feedback and complaints are identified and handled in line with our complaints handling procedures.

We produced a [blog about feedback and complaints](#) which was published by *together*, the alliance of Scottish children's charities to improve awareness, understanding and implementation of the UNCRC. This was published at the end of July. We have also shared this with our own volunteer panel community.