

Practice quality standards: children's complaints

These practice quality standards set out 'what good looks like' when we look into and respond to complaints from children. They are intended to provide consistency and clarity about how we will work with people when we take forward their complaints. They are not 'mandatory' in the sense of required expectations, set out in policy, but are a statement of intent for what families have a right to expect of us.

Information about our complaints process, including a link to our complaints policy, is available here [I want to give feedback or make a complaint - Children and young people | Cafcass](#).

Practice quality standards: child complaint investigations	
1	Have I done everything I can to meet or speak with the child so that I can understand their complaint and the outcome they're seeking and did I go at their own pace?
2	If I can't speak with the child, have I spoken with their carer/an adult who knows them?
3	Have I explained how I will investigate their complaint and the next steps?
4	Have I sought to engage effectively with colleagues to understand the child's circumstances and identify any strengths or learning?
In the written response	
5	Have I demonstrated that I understand what is important to the child?
6	Have I demonstrated that I understand the child's complaint?
7	Have I tailored my communication style to suit the child, reflecting anything from our discussion, or my notes, to demonstrate I have heard them and remembered them?
8	Have I shared and explained my decision clearly at the start of the letter?
9	Is the evidence for that decision explained in a way they will understand?
10	Have I clearly explained what we have learned from the child's complaint and how this will be taken forward?
11	Is my writing clear and appropriate to the age of the child and their level of understanding?

Links to other services where children could reach out if they needed further guidance:

- NSPCC: www.nspcc.org.uk
- Childline: www.childline.org.uk
- Parliamentary and Health Service Ombudsman: www.ombudsman.org.uk/making-complaint
- Cafcass: [Children and young people | Cafcass](#)
- Family Justice Young Peoples Board (Cafcass): www.cafcass.gov.uk/children-and-young-people/family-justice-young-peoples-board