

SIAA Response

Consultation on Complaints Concerning Functions Relating to the Named Person and Child's Plan

30th October 2015

SIAA believes that Option One (existing complaints mechanism with additional provisions) could be a complex, and potentially daunting, process requiring persistence. It is likely that some parents and many children who would wish to make such complaints would feel unable to deal with such a process.

For Option Two the process would be simplified to some degree however the process would still be somewhat complex. It would require in the first instance the parent or child to have knowledge of:

- their rights to make such complaints
- who they should go to in order to direct complaints

Another issue for consideration is the role of Complaints Co-ordinator. If the role is carried out by an employee of the agency with responsibility for the Named Person service or the managing authority it is possible that the parent or child wishing to make the complaint would not have complete confidence regarding the handling of their complaint.

The parent and child should be entitled to request and authorise the assistance of other persons in making their complaint. Where they wish it they should be entitled to support from an independent advocacy organisation. Such support should be available throughout the process to help ensure that they have a clear understanding of the process, their rights in regard to the complaints and the handling of the complaint, any possible outcome and next steps if any.

Advocacy support for the parent and child would help to ensure a clear mutual understanding of the situation and the reasons for the complaint thus assisting in the assessment by the organisation as to whether the matters complained about are competent to be considered as a complaint.

The Scottish Independent Advocacy Alliance (SIAA) is Scotland's national membership body for advocacy organisations. The SIAA promotes, supports and defends independent advocacy in Scotland. It aims to ensure that independent advocacy is available to any person who needs it in Scotland.

SIAA is a Scottish Charitable Incorporated Organisation Charity number SC033576 –

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